



## Job Information Pack

This pack contains the following information:

- Job details
- The application process
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- Information about Warmworks
- Information about the team the job is based with
- Job description
- Person Specification

Job details	
Job title	Retrofit Assessor
Job reference	WW-OT-A
Location	Field-based covering Newcastle and North East England

The application process	
Application deadline	Apply now – applications will be assessed as they are received and interviews arranged for selected candidates
Interview date	TBC
Interview format and length	Panel interview lasting no longer than one hour

Contact details	
Completed application forms for this job	<a href="mailto:recruitment@warmworks.co.uk">recruitment@warmworks.co.uk</a> or Recruitment Warmworks 1 Carmichael Place Edinburgh EH6 5PH
General enquiries about this job	<a href="mailto:recruitment@warmworks.co.uk">recruitment@warmworks.co.uk</a>
For an informal discussion about this job	Janine Cockburn, Regional Contract Manager, <a href="mailto:janine.cockburn@warmworks.co.uk">janine.cockburn@warmworks.co.uk</a>

## About Warmworks

Warmworks, formed in 2015, is a joint venture partnership between Energy Saving Trust, Changeworks and Sureserve Energy Services Ltd.

Warmworks is committed to tackling fuel poverty, increasing the energy efficiency of the homes and communities in which we work and consistently delivering a first-class service to the households and families that we support.

Since 2015, Warmworks has been the Managing Agent of the Scottish Government's national fuel poverty scheme, Warmer Homes Scotland and since 2019, has worked on a range of contracts and initiatives across the whole of mainland UK.

Warmworks has already helped more than 40,000 homes to become warmer, healthier and more energy efficient and is seeking to play a key role in the long-term drive to reduce carbon emissions and increase the availability of affordable, sustainable energy for all.

## About the Team

### Introduction and context

Warmworks was established to tackle fuel poverty, reduce carbon emissions and support sustainable local economic development in communities across the country.

### Team aims

We deliver the best possible help to people who are struggling to keep their homes warm and pay their energy bills; installing measures such as insulation, efficient heating and renewable technologies to make homes more energy efficient and delivering sustainable cost savings in the long term.

### Team activities

Since the business was launched in September 2015, Warmworks has provided a high-quality end to end service, from initial referral through to assessment and the installation of measures, along with appropriate aftercare and support for thousands of households. Warmworks employs direct staff to handle in-home assessments and quality inspections, call handling and customer service, operational finance and the management of a diverse supply chain across the UK.

Job Description	
<b>Job title</b>	Assessor
<b>Job reference</b>	WW-OT-A
<b>Salary</b>	up to £40,000 per year, depending on skills and experience
<b>Location of job</b>	Field-based, covering Newcastle and North East England
<b>Hours and terms</b>	37 hours per week
<b>Holiday terms</b>	25 days' annual leave, plus 9 public holidays

General terms and conditions	
<ul style="list-style-type: none"> <li>• There are no overtime payments for this post.</li> <li>• You may need to undergo a criminal record check depending on the requirements of the post. Depending on the nature of any convictions that may be disclosed, Warmworks reserves the right to terminate employment with or without notice.</li> <li>• All of the responsibilities outlined below will be reviewed and modified as necessary through consultation with line managers.</li> </ul>	

<b>Responsible to</b>	Field Manager
<b>Responsible for</b>	-

<b>Purpose of the job</b>	Assess the eligibility of the property on the Warmworks secure tablet, using the bespoke Warmworks survey application and industry software. Complete a full Retrofit Assessment and assess suitable measures that are appropriate for the property and customer needs. You will produce high quality Energy Performance Certificates, Retrofit Assessments, and other technical assessments as required, meeting high standards in performance including customer service and taking account of the needs of vulnerable customers.
<b>Main objectives and goals</b>	<ol style="list-style-type: none"> <li>1. Deliver consistent and impartial assessment of the property on behalf of Warmworks' clients</li> <li>2. Prepare assessment reports, liaising with Warmworks' Field Manager and office team</li> <li>3. Provide excellent customer service</li> <li>4. Deliver high quality Energy Performance Certificates, Retrofit Assessments and other technical assessments</li> </ol>

<b>1. Deliver consistent and impartial assessment of the property on behalf of Warmworks' clients</b>
<ul style="list-style-type: none"> <li>• Ensure that all relevant sections of the assessment are complete and that the customer is fully aware of the next step of their journey, including where applicable: <ul style="list-style-type: none"> <li>○ Process to confirm suitable measures for their property</li> <li>○ Technical survey</li> <li>○ Where relevant, reasons for failure to proceed to the next stage</li> </ul> </li> <li>• Ensure EPC is correct and meets industry standards set by the accreditation scheme</li> <li>• Ensure Retrofit Assessment report meets industry standards set by the accreditation scheme</li> <li>• Carry out a technical assessment, where applicable, to industry standard</li> </ul>
<b>2. Prepare assessment reports, liaising with Warmworks' Field Manager and office team</b>
<ul style="list-style-type: none"> <li>• Maintain records of assessment findings including photographic documentation</li> <li>• Liaise with installers and householders where appropriate</li> <li>• Work closely with office-based teams to answer any enquiries</li> </ul>
<b>3. Provide excellent customer service</b>
<ul style="list-style-type: none"> <li>• Provide a high level of customer service at all times</li> <li>• Assess the eligibility of the customer in a sympathetic and understanding manner and assess the most appropriate measures, products or services available to meet their needs. This will include, in some cases, explaining preparatory work that may be needed or other potential barriers to progress of the application</li> <li>• Handle and resolve any questions that arise during visits</li> <li>• Have an awareness of energy efficiency to enable you to advise householders</li> </ul>
<b>4. Deliver high quality Energy Performance Certificates, Retrofit Assessments and other technical assessments</b>
<ul style="list-style-type: none"> <li>• Record accurate findings from within the property and produce clear floorplans</li> <li>• Identify and accurately assess traditional and protected buildings, (Listed buildings and buildings in Conservation Areas or World Heritage Sites)</li> <li>• Identify areas of concern in relation to findings, such as poor ventilation, dampness etc. and record these in the Condition Report and ventilation assessment</li> <li>• Complete an Occupancy Assessment and offer useful energy advice to the customer</li> </ul>
<b>Key contacts</b>
<ul style="list-style-type: none"> <li>• Customers</li> <li>• Project Managers</li> <li>• Customer Service team</li> <li>• Compliance team</li> <li>• Accreditation bodies</li> </ul>

Person specification		
Please explain how you meet the following criteria in your job application		
	Essential	Desirable
<b>Qualifications</b>		
DEA accreditation (with 3 years' minimum DEA experience)	✓	
Retrofit Assessor level 3 or 4 accreditation or equivalent	✓	
Level 3 Traditional Building accreditation	✓	
Asbestos Awareness	✓	
GDA accreditation		✓
Occupancy Assessment – Behaviour around how householder uses energy		✓
Gas Safe		✓
ACOPS certification		✓
Part P (Electrical)		✓
<b>Experience</b>		
Experience in loft insulation inspections	✓	
Wet trades experience		✓
Experience of carrying out assessments of properties including boroscope inspections	✓	
Experience of working with vulnerable customers	✓	
Experience of working with external partners		✓
<b>Skills</b>		
Ability to work independently and as part of a team.	✓	
Excellent customer service skills	✓	
Excellent organisational and administrative skills	✓	
IT literacy including the use of a handheld device, e.g. tablet	✓	
Good time management	✓	
<b>Knowledge</b>		
Knowledge of both traditional and non-traditional construction.	✓	
Possession of practical and relevant knowledge of energy efficiency advice	✓	
Understanding of dealing with and managing complaints	✓	
Working knowledge of gas central heating systems		✓
Working knowledge of electrical components within a property		✓
Working knowledge of renewable technology	✓	
<b>Personal Attributes</b>		
An enthusiastic and positive person able to work on his/her own initiative with high personal standards in respect of the work ethic	✓	
Excellent problem-solving attitude	✓	
Target orientated	✓	

<b>Other</b>		
Full valid driving licence or other ways of fulfilling the mobility requirements of the job	✓	

<b>Staff Expectations of Management Experience</b>
<p>The post holder should expect and be open to</p> <ul style="list-style-type: none"> <li>• Effective leadership</li> <li>• A positive, honest and enthusiastic working environment</li> <li>• Being supported and empowered to effectively achieve objectives and goals within your role</li> <li>• To be treated fairly and with respect</li> <li>• To be provided with appropriate training to ensure ability to effectively carry out your role</li> <li>• Regular and appropriate feedback through one-to-one meetings, quarterly review and associated processes</li> <li>• Having the opportunity to feedback to manager regularly and through the quarterly review process</li> <li>• Adhering to all appropriate Warmworks policies to ensure consistency and fairness and health and safety of you and your colleagues</li> </ul>

<b>Complexity</b>
<p>The post holder must be able to:</p> <ul style="list-style-type: none"> <li>• Adhere to and advocate Warmworks values</li> <li>• Demonstrate flexibility and versatility</li> </ul>

<b>Creativity</b>
<p>The post holder will be required to:</p> <ul style="list-style-type: none"> <li>• Use their own initiative to provide the best possible outcomes over a wide range of projects</li> </ul>

<b>Special conditions</b>
<ul style="list-style-type: none"> <li>• Some out-of-hours, overnight stays and weekend working will be required, for which time off in lieu will be given</li> </ul>