



Retrofit Delivery Programme Officer

London Councils

Team: Warmer Homes London (Retrofit London team)

Grade: Band C

Salary: £42,955

Location: Based London EC4

Responsible to: Retrofit Delivery Programme Manager

Key contacts: Officers at London Councils; the GLA; officers at London Boroughs and Housing Associations; representatives of the Department for Energy Security and Net Zero (DESNZ).

Job Purpose:

Handle the day-to-day functions for Pan-London consortia retrofit programmes monitoring and proactively managing risk and mitigations at the consortium level. Initially lending delivery support service for the 27 consortium members of London's Social Housing Fund Strategic Partnership. The two Retrofit Delivery Programme Officers will each take on the role of Single Point of Contact (SPOC) for one of the two Delivery Groups (the first level governance and operational forums of the Partnership).

Principal Accountabilities:

1. General:

Assist the Retrofit Delivery Programme Manager as required to ensure that consortium members are equipped to meet their commitments under the grant funding agreements for a retrofit programme.

- Act as a liaison between consortium members and internal stakeholders to ensure that reporting requirements and strategic objectives are achieved in a timely and efficient manner.
- Offer guidance to partners on best practices, troubleshooting delivery challenges, and aligning efforts with strategic goals, such as scale-up, low carbon heating, and innovation.

2. Teamwork:

- Work closely with Partners on a day-to-day basis to support timely delivery and the achievement of programme objectives.
- Monitor and support the progress of retrofit across two operational groups by maintaining clear communication and providing solutions to operational challenges.
- Participate in regular team meetings to share insights, risks, and options for member support.
- Model and uphold a collaborative, agile and ambitious organisation culture through behaviours and activities.
- Deputise for the Delivery Programme Manager as required.

3. Governance, compliance and reporting

- Drawing on close awareness of Partner delivery progress gained through the SPOC role, to contribute to and ensure partners contribute to transparent communication across the partnership.
- Uphold and encourage collaboration and transparency in all interactions with consortium members.
- Support consortium members to adhere to governance frameworks, including decision-making and DESNZ reporting processes.
- Ensure partners are aware of and are complying with reporting obligations. This will involve checking and challenging the qualitative and quantitative data partners report and supporting partners to ensure this is accurate and up to date.
- Facilitate the smooth running of delivery groups and contribute to the preparation of regular progress reports for DESNZ and governance boards

4. Operational Management

- Undertake day-to-day management of an auditable and robust record of interactions with and advice provided to consortium members.
- Take responsibility for keeping own knowledge of retrofit best practice, delivery methodologies, regulation, measures, and latest developments within the sector fully up to date.
- Provide informed and well-considered advice to consortium members where requested and/or required in relation to challenges, questions, and uncertainties around the delivery of retrofit measures.
- Escalate queries, issues, or challenges to the Delivery Programme Manager as required and in a timely manner.

5. Delivery Against Strategic Aims

- The Partnership is committed to a range of strategic goals, including delivery at scale, low carbon heating, preparing for the scale up of retrofit, and innovation within the retrofit sector. The Delivery Programme Officer will:

- Provide project support for a range of in-flight support projects already commissioned to help the Partnership meet these aims are delivered on time, in budget, and to the highest quality.
- Collaborate with Partners to ensure they are deriving best value from the outputs delivered by these projects, and report back on the utility of the outputs to the Partnership through its governance structure.
- Contribute to identifying opportunities for new projects that could enhance the partnership's delivery capacity, ensuring alignment with long-term decarbonisation and retrofit objectives.
- As deemed appropriate, and as directed by the Delivery Programme Manager, manage projects that seek to contribute to Warmer Homes London's strategic aims, from inception through to utilisation stage in line with Warmer Homes London governance processes.

6. Collaboration

- Develop and maintain operational relationships with members to support smooth collaboration, problem solving, and maintenance of the delivery programme.
- Identify opportunities and recognise areas of need for greater collaboration and peer-to-peer support between members. Facilitate the development of these relationships where appropriate and in agreement with the Delivery Programme Manager.
- Work closely with programme management officers to highlight programme interfaces and drive broader retrofit synergies.
- Provide operational feedback to the Delivery Programme Manager to influence strategic decision making.

7. Driving innovation and benefits

- Support the Delivery Programme Manager to capture insights and best practice developed through the programme in order to drive continuous improvement, and to identify opportunities for dissemination.
- Contribute to the identification of training or resource needs for partners to enhance delivery capacity, supporting the broader aim of decarbonising homes.

Knowledge, Skills and Experience:

Educated to degree level or with equivalent practical experience.

Essential

- Experience of delivering and/or managing the delivery of retrofit measures in a social housing context.
- Knowledge of local government and/or housing associations in the London-specific context.
- Knowledge of and experience deploying project management methodologies to manage risk and realise project benefits.
- Strong communication, interpersonal skills, and the ability to influence effectively
- Experience of administering and complying with the rules and requirements of central government retrofit grants.
- Understanding of key retrofit legislation and specifications, including PAS 2035 and Building Regulations.
- Solid organisational skills including attention to detail and multi-tasking skills.
- Excellent written and verbal communication skills.
- Proficiency with Microsoft Excel and associated project management tools.

Desired

- Experience of working in multi-partner consortia and/or in the context of delivery groups that support or coalesce multiple delivery partners.
- Understanding of delivery models for retrofitting homes.
- Familiarity with procurement practices for asset management activities with practical experience of client-side processes and procedures.
- Knowledge of the local, regional and national policy environment in relation to retrofit, energy and climate change.