

Retrofit Data and Insight Manager

**London Councils**

**Team:** Warmer Homes London (Retrofit London team)

**Grade:** E

**Salary:** £58,855 to £72,153

**Location:** London Councils, 12 Arthur Street, London, EC4R 9AB

**Responsible to:** Retrofit London Programme Director

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

**Job Purpose:**

The Retrofit Data and Insight Manager will work within Warmer Homes London to support London’s Social Housing Fund Strategic Partnership, a consortium of 27 London Boroughs and housing associations investing £78m of DESNZ grant to transform 15,000 homes in the capital region.

The collaboration is leveraging the collective scale to effect systemic changes to accelerate the pace and scale of retrofit in London and using data strategically is central to this effort.

The role uses data identification, collection, analysis, visualisation, and reporting to inform decision making, progress tracking and optimisation strategies for achieving London's retrofit goals. You will work with project partners across multiple organisations to determine and prioritise insight requirements across areas that will include retrofit archetyping, retrofit intervention performance, impact on health and wellbeing, and more.

The role will contribute to London’s mission to decarbonise housing, taking a proactive approach to supporting this mission through delivering data and insights.

**Principal Responsibilities:**

* Work closely with the team, wider partnership, and Warmer Homes London, to identify and prioritise key data and insight needs.
* Develop and implement a comprehensive data strategy for the retrofit programme, including data collection, storage, analysis, and reporting processes.
* Utilise a range of data sources, likely including building surveys, energy performance certificates, sensor data, cost data, and PAS 2035 Medium Term Improvement Plans, to generate actionable insights.
* Translate user requirements into actionable specifications for data analysis, visualisation, and reporting, ensuring that data products meet user needs and drive pan-London retrofit outcomes.
* Develop and maintain interactive dashboards and visualisations to demonstrate impact, identify trends, and communicate insights effectively.
* Conduct in-depth analysis to inform internal and external progress reporting, and risk profiling.
* Collaborate with internal and external stakeholders to ensure data quality, consistency, and accessibility.
* Prepare clear and concise reports and presentations to communicate findings and recommendations to various audiences.
* Stay abreast of industry best practices and emerging data technologies to enhance the team's capabilities.
* Represent London Councils at meetings with local authorities, the GLA and other organisations and actively participate in the co-ordination and delivery of other London Councils retrofit projects and activities as required.

## **Organisational Responsibilities**

* To adhere to London Councils’ policies, procedures, regulations and protocols in the discharge of all duties, in all aspects of work, including the Data Protection Act 2018.
* To take care at all times to uphold health and safety at work for self and others and observe London Councils’ Health and Safety policy and related procedures.
* To uphold the highest standards of ethical conduct in line with the expectations of a local government officer and to adhere to such standards in order to uphold the reputation of London Councils and local government in London.

## **About You**

Our ideal candidate will have the following knowledge, skills and experience.

*Essential*

* Knowledge of applied data science.
* Skilled with and enjoys problem-solving in new, complex and sometimes ambiguous environments where both creativity and pragmatism are required.
* Be a clear and articulate communicator, both in writing and in person.
* Strong analytical and problem-solving skills, with the ability to translate data into meaningful insights.
* Be able to lead or chair online and in person multi-agency working group meetings, forming positive working relationships that provides confidence and

reassurance to stakeholders.

* Managing projects using agile methods involving multiple teams and/or organisations, while building strong relationships with all partners.
* Experience working with residential energy data and/or social housing data.
* Experience and capability producing data analysis and visualisation in Power BI and MS Excel.
* Proficiency in data analysis and visualisation tools, such Power BI (Essential) and (Desirable) SQL, Python, R or Tableau.
* Educated to degree level or with equivalent practical experience.

*Desired*

* Strong communication, interpersonal skills with the ability to influence effectively.
* Experience designing briefs for service providers and overseeing the implementation through completion of delivery.
* Knowledge of building performance, retrofit solutions and delivery models particularly in relation to residential buildings and the housing sector.
* Knowledge of buildings’ retrofit solutions, financing and delivery models particularly in relation to residential buildings and the housing sector.
* Commercial awareness to identify how insights can meet the organisational objectives of partners.
* Evidence of continuing professional development particularly related to data, and the built environment or housing.
* An understanding of local government in the UK and local government entities’ roles and responsibilities in relation to climate and sustainability, knowledge of local government in London beneficial.
* Solid organisational skills including attention to detail and multi-tasking skills.
* Excellent written and verbal communication skills.
* Experience with administering and complying with central government grant or similar.
* Knowledge of UK GDPR and Data Protection Act 2018, ICO Data Sharing Code of Practice and other relevant law and guidance.
* Familiarity with the local, regional and national policy environment in relation to retrofit, energy, and climate change.
* Be comfortable working in a small and fast-moving team, managing a mixed and varied workload, and responding effectively to the needs of a range of stakeholders.
* Have initiative and a willingness to find or develop new approaches based on the needs of our team and partnership members.
* Be informed and credible in talking to local authorities about the role of data in improving retrofit in London.

## **Hybrid working**

The nature of this role will allow remote working in line with current London Councils Policies, but collaboration and team working require a minimum of 2 days a week are spent in our central London offices. The frequency may require attending additional days as and when required for workshops, meetings etc. and the individual taking on the role will be able to adapt accordingly.