

Head of Programme (Retrofit)

**London Councils**

**Team:** Retrofit London/Warmer Homes London

**Grade:** F

**Salary:** £75,006-£86,421

**Location:** Based in London

**Responsible to:** Retrofit London Programme Director

**Key contacts:**  Senior 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:**

Head the programme management and member delivery support services dedicated to ambitious pan-London retrofit programmes. This will focus initially on London’s Strategic Partnership for Warm Homes (Social Housing Fund).

**Principal Accountabilities:**

# Head a programme of coordination and support activities to assure consortium members are enabled to deliver on their commitments under the programme in particular. This may include activities around Scale-up, Low Carbon Heating and Innovation

# Team management and leadership Lead a team of 5-10-staff with delivery support and PMO responsibilities:

## Lead team members working on a day-to-day basis with Partners to support timely delivery and the achievement of programme objectives. Ensure that staff members have clear objectives and goals supported by regular progress reviews and constructive feedback.

## Motivate and retain staff by ensuring all members of staff have a personal development plan and access to training and career development opportunities.

## Model and uphold a collaborative, agile and ambitious organisation culture through behaviours and activities.

## Contribute to the leadership team of the strategic programme management function of Warmer Homes London.

## Deputise for the Retrofit London Programme Director as required.

# Governance, compliance and reporting

## Provide leadership and support to members and enable them to uphold collaboration and transparency within delivery partnerships

## Ensure the programme is delivered in accordance with its established governance frameworks, including decision-making processes and risk reporting.

## Be responsible for the management of Grant Funding Agreements ensuring grant drawdown procedures are follow and public funds are always and only accessed in compliance with DESNZ grant funding agreement and related requirements.

## Be accountable for regular reports DESNZ and governance boards on progress, risks, and benefits.

## Ensure that contract management processes for programmes, tools, or services delivered through managing agents or suppliers are in place and robustly managed.

# Operational Management

## Ensure that contract management processes for programmes, tools, or services delivered through managing agents or suppliers are in place and robustly managed.

## Lead the deployment, management, monitoring, and updating of relevant operations plans.

## Oversee maintenance of an auditable and robust record of legal, strategic, and relevant operational documents.

## Take responsibility for ensuring that all ‘agreed services to partners are delivered on time and with robust assurance to delivery partners.

# Collaboration

## Develop and maintain operational relationships with members to support smooth collaboration and problem solving to maintain the delivery programme.

## Champion the expertise of delivery partners and coordinate their input into the development of services and processes by the Warmer Homes London to scale up delivery.

## Demonstrate value for money in the deployment of partner-funded resources to meet programme objectives.

# Driving innovation and benefits

## Collaborate across London regional government bodies and other stakeholders and partners to align resources and objectives where it will enhance programme benefits.

## Support the development of resources and training initiatives to upskill stakeholders involved in retrofit delivery and achieve a sustained increase in the capability and capacity of London to achieve the decarbonisation of homes.

## Influence procurement practices and processes to drive practical interventions which address supply chain constraints and skills gaps.

## Capture best practice developed through the programme and Partnership, and ensure opportunities for dissemination are optimised.

# Operational management of the partnership

**Knowledge, Skills and Experience:**

Educated to degree level or with equivalent practical experience.

Essential

* A good understanding of local government and/or housing associations in the UK, and their roles and responsibilities in relation to climate and sustainability
* Knowledge of and experience deploying project and programme management methodologies to manage risk and realise programme benefits
* Strong communication, interpersonal skills, and the ability to influence effectively
* Experience of managing capital budgets with finance knowledge measuring programme performance
* Experience of delivering capital investment programmes in residential buildings and the housing sector
* Experience of administering and complying with the rules and requirements of central government grant or similar
* Solid organisational skills including attention to detail and multi-tasking skills
* Excellent written and verbal communication skills
* Understanding of delivery models for retrofitting social housing homes.

Desired

* Understanding of the interdependencies between retrofit and other areas of policy and delivery, such as energy systems and adaptation.
* Experience working in a collaborative multi-partner context and building productive relationships.
* Understanding of delivery models for retrofitting privately-owned 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.
* Knowledge of local government and/or housing associations in the London-specific context beneficial.