

## Role Profile

<b>Role Title:</b>	Senior Retrofit Contract Manager (Pre-Contract)
<b>Department:</b>	Property Services – Property Investment
<b>Anchor Point</b>	£65,528
<b>Role Purpose:</b>	The Senior Retrofit Contract Manager will play a crucial role in ensuring retrofit projects are delivered efficiently, economically and sustainably, while maintaining strong stakeholder relationships.
<b>Reporting to:</b>	Head of Service
<b>Responsible for:</b>	Contract Managers
<b>Disclosure level:</b>	Standard
<b>Role Level:</b>	Frontline Manager

<b>Key Role Responsibilities</b>	<p>Oversee and conduct a thorough assessment of Midland Heart's property portfolio to pinpoint opportunities for lowering energy consumption and enhancing energy efficiency.</p> <p>Perform a cost-benefit analysis on the implementation of the retrofit measures.</p> <p>Ensure projects meet energy efficiency and sustainability targets, including Band C by 2030</p> <p>Manage budgets, forecasts, and project timelines, reporting regularly to senior management.</p> <p>Lead, motivate and develop a diverse team to achieve key performance targets</p> <p>Identify and resolve technical issues as and when required.</p> <p>Be prepared to network and learn from others in new and emerging retrofit measures.</p> <p>Work collaboratively with the leadership team, internal and external stakeholders to ensure effective delivery of the wider service.</p> <p>Delivery of an effective Out of Hours Emergency Service, the requirement to participate in the on call / standby Rota.</p> <p>To undertake any other duties within the scope of the post, as directed by Midland Heart's management team and on occasions work in other</p>
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	<p>areas of Midland Heart as required.</p> <p><b>Legal compliance and Health and Safety Management</b>          Ensure Health and Safety requirements are met in accordance with Midland hearts policy, procedures and statutory requirements. Ensure compliance with PAS 2035</p> <p>Ensure that all Midland Heart properties are maintained to the decent homes standard whilst creating a climate of innovation and opportunities for efficiencies.</p> <p>Maintain up-to-date knowledge of retrofit legislation, grant funding requirements, and industry standards.</p> <p><b>Stakeholder Engagement</b></p> <p>Ensure effective oversight to foster collaboration with tenants, contractors and consultants to minimise disruption during the work process.</p> <p>Ensuring service standards are challenged and tested by customers at regular intervals.</p> <p>Provide regular updates to internal stakeholders and report on project progress, risks, and outcomes.</p> <p>Improve customer experience through the consistent achievement of high levels of customer satisfaction and improving service delivery through lesson learned from service failures.</p>
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<p><b>Education, Qualifications and Training</b></p>	<p>A relevant degree, qualification or demonstrable work experience on the role</p> <p>Knowledge of PAS 2035 and other relevant retrofit standards and frameworks.</p> <p>Demonstrable contract management expertise, including procurement, budgeting, and contractor performance monitoring.</p> <p>Excellent understanding of energy efficiency measures and sustainable construction methods.</p> <p>It is a requirement that the role holder has a full valid driving license.</p>
<p><b>Knowledge and Experience</b></p>	<p>Proven experience in managing significant retrofit or construction projects, ideally within a housing association or local authority.</p> <p>Good construction knowledge including Health and Safety legislation, fire safety, CDM regulations and relevant codes of practice.</p> <p>Demonstrable experience of sector leading asset management</p>

	<p>software.</p> <p>Knowledge of grant funding processes, including accessing and managing funding streams (e.g., ECO, SHDF).</p> <p>Some understanding of or experience dealing with stakeholders such as WMCA or DESNZ</p>
<p><b>Role Specific Skills &amp; Behaviours</b></p>	<p>A strong leader and motivator of people.</p> <p>Advocate of continuous improvement and new ways of working.</p> <p>Professional approach to all aspects of service delivery.</p> <p>IT literate with through understanding and application of Asset Management systems, Word, Excel, Access and Power point.</p> <p>Understanding and commitment to the principles of equality and diversity.</p> <p>Resilience in all aspects of management.</p> <p>A "can do" attitude and a Team Player.</p>