

Role Profile

Role Title:	Retrofit Contract Manager (Pre-Contract)
Department:	Property Services – Property Investment
Role Purpose:	<p>As a Retrofit Contract Manager, you will be at the forefront of our mission to enhance energy efficiency across approximately 6000 properties. Your expertise will help elevate homes from an EPC D to EPC C rating and above by 2030, all while adhering to PAS 2035.</p> <p>You will also play a critical role in communicating to our tenants the proposed measures to improve their homes and ensure that they are engaged and prepared for works to commence.</p>
Reporting to:	Senior Contract Manager
Responsible for:	None
Disclosure level:	Basic DBS and Social Media Check
Role Level:	<u>Frontline Manager</u>

Key Role Responsibilities	<p>Conduct site visits and inspections to collect and record detailed data about the property’s condition, energy performance, and suitability for retrofit measures.</p> <p>Ensure projects meet energy efficiency and sustainability targets, including Band C by 2030</p> <p>Collect and analyze data to identify viable retrofitting measures.</p> <p>Support the leadership team in developing and implementing strategies that enhance energy performance and reduce carbon emission.</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>Contract Management and Reporting</p> <p>Prepare contract documentation for our contractor partner and handover to the post contract team.</p> <p>Prepare accurate and comprehensive reports using industry-standard tools and software, ensuring timely submission to Retrofit Coordinators or project managers</p> <p>Legal compliance and Health and Safety Management</p> <p>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>Stakeholder Engagement</p> <p>Act as vital communication link with tenants, explaining proposed home improvements to ensure their understanding and readiness for the upcoming work.</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>
<p>Education, Qualifications and Training</p>	<p>A relevant degree, qualification or demonstrable work experience on the role</p> <p>A Level 3 Domestic Energy Assessor (DEA) qualification</p> <p>A Level 4 Retrofit Assessor certification or willingness to work towards it.</p>

<p>Knowledge and Experience</p>	<p>Excellent understanding of energy efficiency measures and sustainable construction methods.</p> <p>Knowledge of PAS 2035 and other relevant retrofit standards and frameworks.</p> <p>Demonstrable contract management expertise, including budgeting, and contractor performance monitoring.</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 software.</p>
<p>Role Specific Skills & Behaviours</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> <p>A valid driver's license, access to a vehicle and able to travel as required.</p>