

Property Improvement Coordinator

Objectives of Post:

To coordinate a pipeline for surveys, maintenance, install and construction work, with ESAs, assessors, clients and contractors, in order to help marginalised households achieve affordable warmth.

You are:

- A friendly and welcoming individual able to self-manage your workload but also work within the wider team by sharing and delegating tasks and problems.
- Able to problem solve creatively and integrate solutions into wider frameworks and standards
- You are passionate about putting people first and leaving no-one behind.
- Experienced in administration, competent in using Microsoft packages and databases or spreadsheets.
- Comfortable working with construction contractors and technical surveys and/or workplans

Reporting to:

- THAW Board
- Senior management team

Responsibilities

- Providing Energy Support Advisors (ESAs), Assessors and Designers with administrative and logistical support, including:
 - Liaising with clients and contractors to support assessment and installation processes
 - Supporting ESAs to actively seek solutions to installation barriers
- Managing a pipeline of property surveys and improvements including:
 - Managing quotations and procurement from installers
 - Administration of service paperwork/budgets, including monitoring & quality control records
- Input into database and platform development to support improved assessment and reporting
- As required, supporting advice, assessment and design staff with:
 - creation of whole-house upgrade plans
 - creation of staged long-term improvement pathway for properties
 - coordination of alternative options, such as management of new build contractors
 - any planning or other statutory requirements
- Compliance with all relevant legislation including GDPR and Health and Safety requirements

Key Tasks:

- To work with Energy Support Advisors (ESAs), Assessors and Designers to develop a retrofit installation pipeline supporting vulnerable households
- To coordinate, with support from technical staff, the development and implementation of long-term improvement plans and input into improvements to local installation capabilities
- Liaising and collaborating with other team members and Senior Team Lead to support related improvements to casework processes, case management and problem solving across the team
- Create and maintain property records, retrofit plans and reports on Advice Pro, Office 365 and other relevant digital platforms

Other duties:

- Attend staff team meetings and training events as required
- Attend meetings / events as required to promote the service
- Contribute towards the development and production of promotional materials
- Where required, undertake presentations and training events for organisations
- Where possible, keep up to date with current energy efficiency/carbon reduction measures
- Where required, to report against project and THAW KPIs
- To assist the management team to prepare project/bid development and innovation activities, as required
- Other duties consistent with the post as may be required by the management team

Specific Conditions of Post:

- Undertake job-related training as necessary
- Out of hours working as required
- Compliance with THAW's policies and procedures

Remuneration

- See contract

Working Conditions (part-time pro rata)

- Hours of Work: Flexible
- Annual Leave: 35 days per year (pro rata)
- Base of Work: Flexible - remote working or local office
- Time off in Lieu: No overtime payments are available with this post;
A Time off in Lieu (TOIL) system operates
- Travel and Subsistence allowances are paid in accordance with THAW policy

Person Specification: Installations Coordinator

Please explain how you meet the following criteria in your job application:		
	Essential	Desirable
Qualifications / Experience		
Successful experience of liaising at all levels, both with clients and senior organisational staff	✓	
Successful experience of working in a client focused organisation		✓
Experience working with contractors across the construction trades		✓
Experience working with software for property reports		✓
Experienced in fuel poverty or rural poverty issues		✓
Qualified in property assessment or upgrade coordination		✓
Well Developed Skills in		
Organisational and administrative practices	✓	
Verbal and written communication	✓	
Office 365 (word, excel and email etc.)	✓	
Being a collaborative team member	✓	
Establishing new initiatives		✓
Networking and negotiation	✓	
Professional customer engagement		✓
Working with vulnerable individuals / communities		✓

Knowledge of		
Office working environments and systems	✓	
Project development	✓	
Working in remote and rural communities	✓	
Debt / low income / fuel poverty and affordable warmth issues		✓
Personal attributes		
A self-starter, enthusiastic and positive	✓	
Problem solving attitude	✓	
High personal standards	✓	
Empathetic nature		✓
High standard of client centred service provision and the ability to communicate complex options easily		✓