

## JOB DESCRIPTION



<b>Job Title</b>	Head of Retrofit Surveying
<b>Job Location</b>	Agility Eco Office, Aylesbury or Sutton & home based
<b>Remuneration</b>	£60,000 – 70,000 per annum depending on experience and qualifications
<b>Hours</b>	38.75 hours per week with 25 days annual leave, plus additional 1 day per year of service up to 30 days, and bank holidays
<b>Purpose Statement</b>	<p>AgilityEco is a mission-led BCorp business that provides a range of services supporting energy efficiency and retrofit into domestic properties in Britain – especially in fuel poor and vulnerable homes.</p> <p>AgilityEco has grown to become one of the leading delivery organisations for energy efficiency and retrofit programmes in Britain, supporting over 36,000 households in 2022/23, delivering nearly 95,000 energy efficiency measures and generating £75m in lifetime bill savings. Working with hundreds of partner organisations, including partnerships with 365 local authorities, we provide a range of services for energy companies, homeowners, installers, local authorities and social housing and private landlords.</p> <p>We value diversity and encourage people from all backgrounds and communities to apply, our teams individual life experiences are part of what makes us great and we commit to providing a safe and inclusive environment for all.</p>
<b>Role Description</b>	<p>The Head of Retrofit Surveying has overall responsibility for surveying activity across AgilityEco including both private and social housing. It includes but is not limited to:</p> <ul style="list-style-type: none"> <li>• Manage a network of directly employed and freelance surveyors</li> <li>• Oversee bookings team, ensuring it is working productively and effectively to deliver appointments for surveyors with the optimal geographic spread</li> <li>• Source and onboard new surveyors as needed to meet project requirements, including the right geographic spread of capacity</li> <li>• Provide quality assurance of surveys completed and establish mechanisms to drive up quality performance</li> <li>• Troubleshoot issues as they arise</li> <li>• Ensure that appropriate health and safety measures are in place</li> <li>• Act as the conduit for technical queries from field based assessors</li> <li>• Develop positive and mutually beneficial client relationships</li> <li>• Effectively plan and manage targets and activities to achieve client and company objectives, taking ownership for the delivery of projects</li> <li>• Develop an in-depth understanding of survey costs to underpin pricing</li> <li>• Summarise data on performance for review with senior management</li> <li>• Drive the commercial performance of surveying</li> </ul>
<b>Dimensions of the Role</b>	This role sits within AgilityEco's retrofit department reporting directly to the Retrofit Director. Direct reports are expected to include the bookings team, retrofit project and compliance managers and directly employed surveyors.
<b>Essential Skills, Knowledge and Experience</b>	<p><b>Essential Skills and Experience</b></p> <ul style="list-style-type: none"> <li>• Leading an operational team in a fast-paced, high volume environment</li> <li>• Managing a remote workforce</li> <li>• Development, coaching and motivation of people</li> <li>• Experience of using quality checks and feedback to monitor and improve data quality</li> <li>• Proven ability to juggle multiple projects while maintaining sharp attention to detail</li> <li>• Ability to communicate, present and influence key stakeholders at all levels of the organisation including executive</li> <li>• Sound commercial judgement</li> </ul>

	<b>Preferred Skills and Experience</b> <ul style="list-style-type: none"><li>• Working knowledge of the retrofit market, e.g. ECO, SHDF Funding, Energy Performance of Buildings Directive, PAS2035.</li><li>• Knowledge of built environment including social housing sector</li><li>• Qualified DEA/Retrofit Assessor</li></ul>
<b>Person Specification</b>	<ul style="list-style-type: none"><li>• Proven leadership experience</li><li>• Dynamic, proactive and focused on results</li><li>• Ability to manage and prioritise multiple tasks with competing objectives</li><li>• Ability to work well under pressure and to deadlines</li><li>• Target driven, but with strong quality and customer focus</li><li>• Ability to communicate effectively with people at all levels</li><li>• Attention to detail</li><li>• Self-motivation and ability to work with minimal supervision</li><li>• Composure when faced with difficult situations / scenarios</li><li>• Energetic and motivational individual</li><li>• Analytical with strong data interpretation capability</li><li>• Decision maker, proactive, take responsibility</li><li>• Ability and commitment to promote diversity and inclusion</li></ul>