

ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT Housing and Safer Communities

POSTHOLDER

SECTION Repairs and Investment

GRADE PO8

POST DESIGNATION (TITLE) Housing Energy and Sustainability Manager

REPORTING TO Head or Deputy Head of Strategic Asset Management

Purpose of Job:

Responsible to the Head or Deputy Head of Strategic Asset Management for:

- Developing and implementing a retrofit and decarbonisation strategy for our council housing stock to meet commitments of Carbon Neutral Plan, ensuring that this aligns with the wider capital team asset management strategy
- Leading the development of multi-million pound retrofit and decarbonisation upgrade programmes from inception, design, through procurement and construction
- Ensuring that energy efficiency/retrofit/decarbonisation programmes are project managed effectively, completed within budget and in full compliance with all relevant policy and legislation.
- Providing strategic input and subject matter expertise to other major capital investment and planned works projects
- Providing subject matter expertise on the advantages and disadvantages of different approaches to social housing retrofit and decarbonisation
- Building and leading a critical team of retrofit and decarbonisation specialists, adapting its operations to best meet the directorate's changing needs
- Representing the directorate and the Council with key stakeholders (Retrofit London, Registered providers, DESNZ, London Councils) on matters of housing sustainability
- To utilise audit findings, data intelligence, customer feedback and quality assurance processes to drive service improvements

Manages a significant professional team including technical project managers, sustainability specialists, officers and graduate staff (4–8 direct reports), with wider matrix oversight of up to 30+ internal and external staff, contractors and consultants.

Responsible for developing staff capability, setting performance standards, undertaking appraisals, and embedding a high-performance, customer-focused, commercially aware culture across the team

Manages relationships with other Council departments: Sustainability, Metering and Billing, Voids, Responsive Repairs, Compliance, Greenwich Builds, Planning, Tenancy, DG Cities and with external contractors and consultants delivering multi-million pound projects across the council.

Makes high level strategic decisions about the optimum ways to ensure the energy efficiency, decarbonisation, affordability, safety and comfort of our social housing stock.

Duties

1. To provide strategic leadership and direction for the Housing Energy and Sustainability team, ensuring delivery of high-quality, efficient and customer-focused programmes.

Developing and leading the Housing Energy and Sustainability team, with direct line management of technical project managers, sustainability officers and graduates/apprentices. Integration of the Housing Energy and Sustainability team into the wider Capital Delivery/Strategic Asset Management Team, with oversight of building surveyors, quantity surveyors, clerks of works, administrative officers and resident liaison officers where required on a project or strategic basis.

2. To lead development, implementation and continuous review of a corporate housing sustainability and decarbonisation strategy aligned to the borough's wider Asset Management Strategy and Carbon Neutral Plan., which complies with current and future energy efficiency and decarbonisation policy and legislation.
3. To contribute to and co-lead directorate-wide business planning, budget setting, and long-term investment strategies
4. To work closely with the wider Strategic Asset Management team in order to achieve a joined-up approach to housing investment programmes, so that all capital investment and planned works programmes work towards delivering more energy efficient and sustainable homes for our residents.
5. To deliver retrofit programmes in accordance with best practice and ensure that works are strategically futureproofed. Retrofit programmes should consider energy efficiency and sustainability alongside affordability/alleviation of fuel poverty, indoor environment quality and elimination of damp, mould and condensation.
6. To deliver decarbonisation programmes including renewal of the Council's communal heating systems, replacing communal boilers with low-carbon communal heating systems where feasible, and strategic implementation of low-carbon heating and photo-voltaic solar projects.
7. To deliver these multi-million pound retrofit and decarbonisation projects to a high standard, ensuring that:

Scheme progress is monitored and reported according to relevant governance procedures

Relevant capital sustainability budgets are monitored and controlled, as well as programme and scheme budgets

Relevant stock condition and improvement data is recorded in the appropriate asset management software

8. Contractors and Consultants are effectively performance managed, and under-performance is escalated appropriately, with the implementation and monitoring of improvement plans where required.
9. Works are developed, tendered and contracted in accordance with the Council's Code of Practice, financial regulations, standing orders and procurement rules⁶. Risk is identified, monitored and managed throughout delivery of projects
10. Effective engagement of stakeholders including residents, leaseholders, nearby residents, members etc., is planned for and consultation plans are developed and monitored for each project.
11. The requirements of any external funding schemes are met⁹. Resource pipelines for future programmes are considered, including impacts on other Council teams
12. To develop and manage KPIs and productivity metrics for sustainability and retrofit programmes, ensuring robust monitoring, analysis, and reporting to senior boards.
13. To drive continuous improvement, identifying efficiency savings, innovation opportunities, and commercial benefits across sustainability and decarbonisation programmes.
14. To provide advice on different approaches to housing retrofit and decarbonisation for different sites and situations, including but not limited to working closely with the following departments:
 - a. Voids: to plan appropriate retrofit works prior to re-occupation
 - b. Repairs: to ensure appropriate products and specifications are used, particularly for repairs to properties where retrofit works have been undertaken,
 - c. Damp, Mould and Condensation: to ensure remediation works are consistent with our overarching retrofit strategy
 - d. DRES and Greenwich Builds: to ensure appropriate specifications are used for materials and products in new-builds
 - e. DRES: to provide input into borough-wide heat network projects
 - f. Metering and Billing: to provide input regarding appropriate tariffs for different communal heating technologies
 - g. Planning: to provide specialist input where required
 - h. Social Value: to ensure that social value proposals consider relevant opportunities to contribute to the sustainability of council housing

15. To ensure that retrofit and decarbonisation technologies and materials are appropriately maintained, through clear communication with relevant teams, and implementation of appropriate operation and maintenance contracts for specialist technologies.
16. To act as the lead client for the directorate for relationships with contractors and consultants which involve consideration of housing sustainability, including day-to-day contract management and coordinating responses within the council.
17. To lead on multi-million pound bids for funding streams relevant to housing sustainability, retrofit and decarbonisation, including where appropriate funding streams for the private housing sector.

To prepare senior-level reports, cabinet papers, board presentations and briefings for Members and Chief Officers, representing the service at Committees and Panel

18. To take senior responsibility for identifying, managing and mitigating risks across all sustainability and retrofit programmes, ensuring programme viability and compliance.
19. To ensure all Health & Safety, CDM, building safety and statutory compliance obligations are embedded in all retrofit and decarbonisation workstreams.
20. To work out of the office when required, including visiting planned, new and existing RBG developments, managing current on-site projects and reviewing construction progress, attending resident engagement meetings, etc.
21. To undertake any other work appropriate to the level and general nature of the post's duties.
22. Where necessary for the job role or appropriate for continued development in the role, the post holder may be required to participate in training and development courses made available via the Council's Apprentice Levy funding.
23. To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies.
24. To perform all duties in line with Council's staff values showing commitment to improving residents lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.
25. To ensure that appropriate levels of emergency planning and business continuity management preparedness are in place for the service, and that your teams are appropriately briefed on their roles in an emergency.
26. To be responsible for undertaking employee investigations, hearings and appeals in line with the RBG policies and procedures.
27. Responsible for providing mentoring opportunities to junior staff (e.g. graduates, apprentices etc.)

28. To undertake supervision/management of staff as and when required.
29. You may be required to undertake alternative, additional or ancillary duties from time to time or transfer to another service department within the Council as the Council may reasonably direct to meet service user demand in the event of a crisis or emergency.

This post does not require a DBS