

JOB DESCRIPTION

JOB TITLE:	Retrofit Project Coordinator
GRADE:	Band N
EMPLOYER:	Oxford Diocesan Board of Finance
DEPARTMENT:	Property
LINE MANAGER:	Retrofit Lead
ACCOUNTABLE TO:	Director of Property
LOCATION:	Church House Oxford, Langford Locks, Kidlington, Oxford, OX5 1GF

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The Diocese of Oxford is the Church of England in Berkshire, Buckinghamshire and Oxfordshire. We are a living, growing network of more than a thousand congregations, chaplaincies and schools, working for the common good in every place in one of the great crossroads of the world. Our Christian vision, ethos and principles underpin all that we do and the work of every member of staff.

Our Church House and Area Office teams work to support the mission and ministry of our parishes, providing expert advice and support. Together, we are called to become more Christ-like: contemplative, compassionate and courageous for the sake of God's world. You can find out more about how the diocese is structured and the work of our staff teams at oxford.anglican.org/on-the-money and oxford.anglican.org/annual-review.

JOB PURPOSE

To act as in-house Retrofit Project Coordinator overseeing and implementing agreed plans for delivery of the Retrofit programme as part of the Diocese's commitment to our Net Zero strategy by 2035 for our vicarage property portfolio of circa 450 houses.

PRINCIPAL ACCOUNTABILITIES

1.	Support the Retrofit Lead with the planning and completion of the Retrofit programme.	50%
2.	Support, maintain and optimise the Parity Database (or any substitute software) for recording improvements and developing models to facilitate the delivery of the retrofit plan.	30%
3.	Support the Retrofit Lead to implement initiatives to obtain the best value across the EPC to C and Retrofit programmes i.e. bulk solar panel installs, insulation upgrades and window replacement.	15%
4.	To undertake wider agreed tasks that support the work of the Property Department and their own professional development.	5%

DUTIES AND RESPONSIBILITIES

1. Support the Retrofit Lead with the planning and completion of the Retrofit programme.

- Support and assist the Retrofit implementation, aligning with the programme to improve 50 properties to EPC C each year.
- Supporting the Retrofit Lead in driving the Diocese's Net Zero project forward.
- Assist the Retrofit Lead and wider team in ensuring statutory compliance requirements and contractor health and safety standards for all diocesan properties through meticulous documentation and regulatory adherence.
- Process Purchase orders, payments, and invoices on the finance database.
- Provide analytical support to develop strategies for efficiently achieving annual targets in line with the established plan.
- Arrange for Energy Performance Certificate (EPC) surveys to be undertaken and ensure all paperwork is complete, recorded on our systems, and distributed as appropriate.
- Assist in managing contracts with service providers, ensuring work aligns with agreed-upon terms and meets quality standards.
- Assist preparation and presentation of regular reports on activities and project progress, ensuring transparent communication with relevant stakeholders.
- Ensure reports and surveys associated with Deep Retrofit and requested and received in good time.

2. Support, maintain and optimise the Parity Database (or any substitute software) for recording improvements and developing models to facilitate the delivery of the retrofit plan.

- Act as the champion for the Parity Database (or any substitute software) Carbon Emissions software ensuring its effective utilisation.
- Ensure the efficient use of the chosen Carbon Emissions software "Parity" within the organisation for tracking and monitoring purposes.
- Serve as the systems administrator for the software, maintaining liaison with the supplier as required. Utilise the software for modelling to enhance the development of smarter Net Zero Retrofit Delivery plans. Conduct training sessions for users, including in-house staff to enhance proficiency in utilising the software.
- Prepare outline desktop reports for the Retrofit Lead in relation to Deep Retrofit planning- confirming works completed and proposed by working collaboratively with Repairs and Maintenance and Development Teams.
- Maintain the highest level of communication between users to ensure seamless collaboration and information flow.
- Responsible for recording all relevant changes and improvement works carried out across the housing portfolio using the database.
- Monitor and manage existing and new solar panel installations, recording readings and arranging any necessary improvements required.

3. Support the Retrofit Lead to implement initiatives to obtain the best value across the EPC to C and Retrofit programmes i.e. bulk solar panel installs, insulation upgrades and window replacement.

- Work alongside the Retrofit Lead identifying groups of work on projects which can be procured to improve best value.
- Maintain open and effective communication with property occupants, addressing their concerns and requirements as needed.
- Address occupier and neighbour-related issues promptly and work towards amicable resolutions, including on-site attendance when necessary.
- Assist and collaborate with the Repairs and Maintenance team in the delivery of retrofit maintenance projects during general maintenance.
- Collaborate with Stakeholder Net Zero Communications to promote and facilitate net-zero initiatives. Engage with occupants to encourage and facilitate net-zero initiatives, managing requests for eco-improvements such as Solar PV and EV chargers, along with handling relevant data.

4. To undertake wider agreed tasks that support the work of the Property department and their own professional development.

- Support the maintenance team in-task delivery as required, especially when actions overlap.
- Maintain up-to-date knowledge of technical competency areas.
- To carry out any other related duties commensurate with the grade and level of responsibility of this post, for which the post holder has the necessary experience or training, as agreed by the line manager.
- Take a proactive approach to continuous professional and personal development by embracing training and other development opportunities.
- Participate in the ODBF performance management processes.
- Comply and fully cooperate with ODBF policies including:
 - Health and safety
 - Dignity and respect in ministry and at work
 - Equality, diversity and inclusion
 - GDPR
 - Safeguarding

DIMENSIONS

- Work relates to a portfolio of c450 houses aiming to ensure Energy Performance Certificates (EPC) to C by 2028.
- Stakeholder Net Zero Communications in order to promote and facilitate net-zero initiatives.
- Assist in the completion of 10-12 deep Retrofits per year.
- Supporting in the strategic planning of the Retrofit project.
- Responsible for managing the Parity Database or other software

PLANNING & ORGANISATION

- Monitoring the status of the property's fabric and environmental condition in conjunction with the wider team.
- Organise Retrofit work in addition to minor improvements.
- Support the smooth running of the work of the wider Property team, through effective communication.
- Maintain accurate and effective administrative systems for data management.
- Deal with email, telephone, and post enquiries appropriately.
- Use discretion and judgment to handle priorities and sensitive matters.
- Record occupier feedback to ensure better oversight and implementation.

DECISIONS

- Evaluate the urgency of inquiries, prioritise tasks throughout the day, and be prepared to change to a different task in response to emerging needs or requests.
- Assessment of telephone/correspondence queries to be answered and actioned.
- To provide data from preexisting systems to assist development of Net Zero activities.
- To appoint contractors to deliver the maintenance and upgrade of properties.

CONTACT WITH OTHERS

Internal:

- Colleagues within the property department
- Archdeacons and Associate Archdeacons
- Members of clergy
- Staff in Church House Oxford and the Area Offices

External:

- Estate agents
- Landlords and tenants
- PCC members
- Contractors
- Consultants
- Committee members
- Utility companies
- Members of the public
- Diocesan registry solicitors

PROFESSIONAL STANDARDS - KNOWLEDGE, SKILLS, AND EXPERIENCE

Essential

- Understanding of statutory requirements impacting property management including Health and Safety.
- Ability to negotiate terms with contractors, assess work standards, and maintain

good working relationships with external providers.

- Ability to prioritise and plan the different areas of work to meet the required deadlines.
- Able to handle sensitive and confidential information working on own initiative and making decisions where appropriate, with minimum supervision.
- A thorough knowledge of Energy Performance Certificates (EPC) and an understanding of building terminology.
- Excellent verbal and written communication skills, including professional telephone and email manner along with the ability to deal with people at all levels.
- Proficient in Microsoft Office, with immediate/advanced skills in Excel.
- The ability to travel across the Diocese of Oxford, which covers a large geographical area, including many rural areas.
- An understanding of and sympathy with the work and ethos of the Church of England.

Desirable

- Previous experience working within a property department.
- Sound experience in working with Maintenance Software databases, including the ability to train others.

GENERAL INFORMATION

Band	Salary Band N
Remuneration	Salary scale - £30,804.08 - £33,173.63 per annum There are four points within the band. Moving to a new point is dependent on the successful achievement of the objectives agreed between you and your Line Manager. Any approved move in incremental points takes effect in September each year.
Hours of work	37 hours per week with regular agreed hours and days. Your working pattern should be agreed upon with your line manager; however, it is recognised that this role requires the ability to work flexibly, and with that, some evening and weekend work may be required for which time off in lieu may be taken on agreement with your line manager.
Place of work	Church House Oxford, Langford Locks, Kidlington, Oxford, OX5 1GF
Holidays	Your annual leave entitlement is broken down as follows: - During the first year of your employment with us you are entitled to 25 days' annual leave per annum. - During the second year, up to and including the fifth year of employment, you will be entitled to 1 day of extra annual leave per consecutive year. - In the sixth year and thereafter, you will be entitled to 30 days' annual leave per annum. The above annual leave entitlement is calculated on a pro-rata basis for part-time employees. In addition, you are entitled to the usual United Kingdom public holidays. Furthermore, the Board gives three discretionary holiday days to its employees, namely: Ascension Day, Maundy Thursday and Christmas Eve.
Pension Provision	It is a statutory requirement for ODBF to automatically enrol employees into an appropriate Pension scheme of our choice. Our scheme is the Church of England 'Pension Builder 2014' (PB 2014). Information can be sought from the Church of England website: https://www.churchofengland.org/sites/default/files/2024-04/my-membership-april-2024_1.pdf We operate our auto-enrolment pension scheme as a Pension Salary Exchange (PSE) scheme. This means you will exchange your 5% annual salary pension contributions for additional employer contributions reducing your tax and national insurance payments.

Probation period	Six months, during which time progress is regularly reviewed and the period may be extended.
Notice period	During probation, 1 month and thereafter, 1 month from either side or the statutory minimum (whichever is greater).

NOTE: The current main duties and responsibilities of this post are outlined in this job description. The list is not meant to be exhaustive. The need for flexibility, shared accountability and team working is required. The post-holder is expected to carry out any other related duties that are within the employee's skills and abilities, commensurate with the post's banding and whenever reasonably instructed.

It is the practice of the ODBF to review job descriptions annually to ensure that they relate to the role as being performed or to incorporate whatever reasonable changes have occurred over time or are being proposed. This review will be carried out by the line manager in consultation with the post-holder before any changes are implemented. The post-holder is expected to participate fully in such discussions and implementation.

Review Date: At end of the probationary period