

Job Description

Role Title	Supply chain coordinator – Retrofit advice programme
Job Family & Category	Project/programme management – Assistant manager/coordinator
Team	Retrofit advice team (Home Energy Advice North East)
Line Manager	Programme Manager – retrofit advice
New/ Existing Role	New
Perm/ Fixed Term	Fixed term (to 30 April 2025 – with possibility of extension)
Job Purpose	<p>The role is instrumental to an exciting new regional programme based in the Northeast of England to support householders to progress with domestic energy retrofit (by installing low carbon technologies). The programme includes a one stop shop (providing digital and telephone based advice) which will form the central point for domestic retrofit enquiries in the Newcastle, North Tyneside, and Northumberland region. It will also be providing engagement and advice activity at local community level via consortium partners in the wider Northeast region to support householders with domestic retrofit.</p> <p>The role is critical in ensuring the development and smooth and effective functioning of the supply chain referral process to maximise the (timely and efficient) uptake of domestic retrofit within the programme area, by working closely with local supply chain businesses, potential funders, internal teams, and customers.</p>
Resource and Management Responsibilities	<ul style="list-style-type: none"> Contractor Responsibilities, oversee sub contract with local delivery partner providing assessment and installation services paid for by customers
Key responsibilities	<p>Supply chain development to support householders to progress their retrofit plans:</p> <p>Manage both the development and the delivery of supply chain activity for the advice programme by:</p> <ul style="list-style-type: none"> Ensuring that that there is a viable supply chain network to undertake assessments and the installation of retrofit measures for

householders within the eligible local authorities for the one stop shop (OSS) service.

- Developing robust referral processes between the OSS service and supply chain organisations, to ensure householders can access retrofit support relevant to their property and be supported in their journey by the OSS
- Developing and maintaining relationships with the suppliers of retrofit services within the region, to enable as many households as possible to progress with their retrofit plans.
- Collaborate with internal departments, including advice and marketing to ensure efficient and effective supply chain operations.

Collaboration with partners and stakeholders:

- Identify and establish partnerships with organisations by sharing a commitment to the programme’s vision to provide a central point for advice and advance the uptake of domestic retrofit within the region.
- Foster collaborations with and between assessors, installers, manufacturers, and relevant trade partners to enhance the opportunities for householders to progress their retrofit plans within the local economy.
- Establish and maintain effective relationships including with; key stakeholders including; the local authorities forming combined Authority , managing agents, grant schemes providers, ECO providers, Ofgem, trade bodies, skills councils, energy utilities and local economic development agencies.
- Help promote the uptake of the funding opportunities available under the government backed retrofit grant schemes, including for eg:
Home Upgrade Grant, Boiler Upgrade scheme, Great British insulation scheme and the Energy Company obligation (ECO4).

Compliance and accreditation:

- Develop and maintain knowledge of PAS2035 (publicly available specification), MCS, Trustmark and other relevant standards / accreditation schemes.

Data Analysis and Reporting:

- Generate reports on supply chain activity based on customers interaction with the programme based on advice input and subsequent interactions/follow up with supply chain and provide insights for continuous improvement.
- Analyse supply chain performance data to identify any areas for improvement and insight into programme KPI performance i.e. householders' ability to progress in their retrofit plans to make their homes more energy efficient.

A willingness to learn:

- A willingness to learn about and support our efforts to become a more diverse, inclusive, equitable and sustainable organisation.

Within 1 Month:

- Familiarisation and integration: Become acquainted with key colleagues and key stakeholders. You will undergo comprehensive onboarding to understand our company culture, values, and objectives.
- Process mapping: Develop insight into supply chain referral processes and gain an understanding of the customer retrofit journey and how customers can be supported by the one-stop shop within NE England.
- Relationship building: Building strong relationships with internal teams and suppliers is crucial. You will initiate communication channels, establish rapport, and gain insights into their expectations and challenges.
- Data analysis and reporting: Familiarise yourself with supply chain related data sources, metrics, and reporting tools.
- Contributions to immediate projects: Actively contribute to ongoing customer journeys, providing support and insights where needed.

Within 3 Months:

- Streamlining processes and supply chain operations: Armed with insights gathered during your initial assessment, you will streamline and implement internal procedures.
- Supplier relationship management: Deepen your engagement with suppliers, and build on collaboration.
- Performance metrics: Establish key performance indicators (KPIs) to monitor supply chain performance and customers' progression with their retrofit journey against programme KPIs.

	<p>Within 6 Months:</p> <ul style="list-style-type: none"> ▪ Continuous improvement: Champion a culture of continuous improvement within the supply chain referral process and with supporting customers to progress with installing low-carbon technology and making their homes more energy efficient. ▪ Risk mitigation strategies: Drawing on your experience and industry insights, you will proactively develop robust risk mitigation strategies, ensuring resilience in the face of disruptions and uncertainties. ▪ Strategic planning: Actively contribute to long-term advice and supply chain strategy development. By analysing market trends, evaluating competitive dynamics, and anticipating future challenges, you will help shape the programme direction and ensure alignment with stakeholders' needs.
<p>Knowledge, skills and qualifications required</p>	<p>Essential:</p> <ul style="list-style-type: none"> ▪ Experience in a supply chain management role or a related field within domestic retrofit. ▪ Knowledge of domestic energy efficiency, low and zero emissions heating, and renewable energy ▪ Demonstrable experience of and ability to communicate with and engage people at all levels, including external stakeholders, businesses and customers. ▪ Excellent customer-focused orientation and understanding of key factors affecting customer satisfaction in the delivery of services. ▪ Ability to analyse and interpret data to make informed decisions. ▪ Local area knowledge by either being based in the Newcastle, North Tyneside, or Northumberland area or being willing to travel to the area on regular basis to maintain relationship with stakeholders, in particular businesses involved in domestic retrofit (assessors, installers and manufacturers). ▪ Highly organised with good attention to detail and ability to manage multiple priorities. ▪ Team player with excellent communication and interpersonal skills, having the ability to work with colleagues and partners often dispersed across geographical locations. ▪ Excellent IT skills, in particular Microsoft Office programmes.

Desirable:

- Business development experience.
- Experience in using Customer Relationship Management (CRM) systems or customer databases.
- Project management experience and/or qualification.