

Membership Coordinator - Retrofit

RetrofitWorks is seeking to hire a Membership Coordinator - Retrofit to support the business in its next phase of growth. The membership of RetrofitWorks consists of contractors, installers, Retrofit Coordinators and Assessors and other building professionals. They each contribute their part in delivering high quality domestic retrofits. RetrofitWorks delivers whole house retrofit through a number of local retrofit programmes in the south east of the UK.

The Membership Coordinator - Retrofit role will suit someone who is passionate and shares our vision about improving the UK's existing housing stock, someone who can deliver compelling pitches and create engaging content to attract new members. You will know how the building refurbishment sector really works and will have a good understanding of domestic retrofit measures. You will be comfortable communicating with building professionals from a variety of sectors and build rapport with them over the phone, video or on site.

You will need to work independently and as part of a team, with excellent interpersonal skills to collaborate with a wide range of contractors and professionals. You will support the growth of the RetrofitWorks cooperative by working with future and current members and will report directly to the Membership Development Manager. We encourage candidates with transferable skills from similar roles in other sectors.

What will you be doing?

- Working with Project Managers to clearly understand the needs of each of our retrofit programmes in terms of skills, competences and numbers required from the short to long term.
- To use those projections and seek out new Members on that basis. This will require a live understanding of the retrofit market and how it evolves and will require constant communication with team members.
- Communicate with potential new members, explain the benefits of joining Retrofitworks, either by email, over the phone or in person.
- Organise and consolidate CRM system and folders and ensure all membership data is up to date and accurate.
- Contact new potential members using existing data and present a convincing proposal.

- Guide new members through the onboarding process and assist with any queries. In addition, provide industry knowledge where there are gaps in the new member's understanding.
- Contribute to the structured marketing work that we plan to align with specific scheme needs.
- Provide data and performance/progress reports to managers and colleagues as and when requested.
- Respond to communication from contractors and representatives of relevant organisations, resolving all queries in a manner that builds confidence and rapport.
- Maintain the membership database, guide new members through the registration process, conduct membership vetting and audits.
- Engage in planning and coordinating training for members and assist in keeping them up to date on a regular basis.

What we're looking for.

- High level organisation and administrative skills with strong attention to detail.
- Good level of technical knowledge of domestic retrofit for UK homes.
- Good understanding of the competency arrangements in the UK across a wide range of specialisms.
- A helpful and flexible attitude.
- Good analytical skills and an ability to understand data, accurately define problems, and recommend solutions.
- High level of computer literacy and able to use Microsoft Office.
- Willing to work in a fast moving and changing business.
- Effective organisational skills with the ability to prioritise own workload to meet deadlines.
- Understanding of confidentiality.
- A valid driving licence and access to your own vehicle as regular travel will be required.

Desirable:

- Working knowledge of the ECO requirements, PAS2035, PAS2030, TrustMark or similar.

What's in it for you?

This is an attractive opportunity to work for a leading provider of retrofit projects across the UK. We are on a mission to make the UK's housing stock more energy efficient and reduce our carbon emissions and we want passionate people to join us on our exciting

journey. In addition to a competitive salary, holiday and other benefits, we offer flexible working and are progressive in our thinking to provide a positive work/life balance.

An Introduction to RetrofitWorks.

RetrofitWorks has taken a leadership position in the housing refurbishment sector to create a self-sustaining market to transform the poorly performing existing housing stock of the UK. The existing housing stock is responsible for a significant proportion of UK carbon dioxide emissions, increasing energy bills for occupants and in some cases the cause of ill health and discomfort, and we are changing that.

RetrofitWorks is run for and by each local community, building on existing local supply chains and services, and ensuring more economic and social value – wealth, jobs, skills – is retained in the local area. It has achieved this with two groups of members that drive and deliver not just energy efficiency services but moving into deeper retrofits:

Contractors Those providing high quality services and systems or those seeking work, be they trades or professions.

Advocates Organisations representing the interests of groups of householders or tenants. They understand needs and want to develop the market for retrofit to help them.

It is this unique joint ownership that enables real change.

How to apply

Please send your CV accompanied with a note explaining your reasons for applying to vacancies@retrofitworks.co.uk