

JOB DESCRIPTION AND PERSON SPECIFICATION

SUSTAINABILITY AND RETROFIT MANAGER

FEBRUARY 2026

London Borough of Redbridge

Job Description and Person Specification

November 2024

Job Description

Job Title:	Sustainability and Retrofit Manager
Service Area:	Housing
Function:	Asset management
Team:	Strategic Asset Management
Post number:	S007315
Grade:	LBR 14
Hours/weeks: E.g. 36 hours/52.14 weeks	36 Hours per week
Base location:	Orchard Housing Office, 152 Broadmead Road, IG8, 0AG
Reports to: Job title	Asset Manager
Responsible for: Job titles of direct reports	Sustainability Co-ordinator (currently reporting to the Asset Manager; transitioning to report into this role).
Role purpose and role dimensions:	<p>Reporting to the Asset Manager, the Sustainability and Retrofit Manager provides senior strategic leadership, programme governance and independent assurance for the Council's housing sustainability, decarbonisation and retrofit activity within the Housing Revenue Account (HRA).</p> <p>The role exists to ensure that retrofit and sustainability programmes are strategically planned, affordable, compliant and sequenced at scale, and that they align with asset strategy, building safety requirements, resident priorities, funding conditions and wider corporate climate commitments. The post holder exercises a high degree of professional judgement and autonomy in shaping retrofit pathways, setting assurance frameworks, overseeing compliance with technical standards (including PAS2035 / PAS2038), and holding delivery teams to account for performance, quality, risk and outcomes.</p> <p>The role does not deliver capital works directly and does not act as a project manager. Instead, it provides programme leadership, assurance, coordination and escalation, ensuring that retrofit and sustainability initiatives are evidence-led, regulator-ready, funding-compliant and capable of withstanding audit, grant assurance and public scrutiny</p>

<p>Overview of the job</p>	<p>Strategic Leadership: Provide strategic leadership for housing sustainability and retrofit activity, ensuring alignment with asset strategy, carbon reduction objectives, building safety requirements and the HRA Business Plan.</p> <p>Programme & Funding Governance: Lead the development and governance of retrofit programmes, including oversight of external funding (e.g. grant-funded schemes), ensuring compliance with funding conditions, reporting requirements and value-for-money expectations.</p> <p>Compliance & Assurance: Provide independent assurance that retrofit activity complies with relevant standards and frameworks (including PAS2035 / PAS2038), building safety requirements, health and safety legislation and funding conditions, and that risks are identified, managed and escalated appropriately.</p> <p>Act as the corporate coordination point for PAS-related governance, ensuring that retrofit design, assurance, oversight and evidence requirements are applied consistently across delivery teams.</p> <p>Financial & Commercial Oversight: Support affordability, profiling and whole-life cost considerations for sustainability and retrofit programmes, working with Commercial and Finance colleagues to ensure robust governance and financial control.</p> <p>Collaboration: Work collaboratively with Asset Management, Capital Programme, Repairs & Maintenance, Building Safety Assurance, Commercial, Finance and Procurement teams to ensure coordinated and compliant programme delivery.</p> <p>Tenant Engagement: Ensure that sustainability and retrofit programmes are supported by clear, transparent resident engagement approaches, with appropriate consideration of resident impact, vulnerability and equality.</p> <p>Environmental Sustainability: Act as the professional lead for embedding environmental sustainability and decarbonisation principles across housing asset investment, maintenance and lifecycle planning.</p> <p>Performance & Reporting: Maintain clear performance frameworks, dashboards and reporting arrangements for retrofit and sustainability activity, ensuring information is accurate, timely and suitable for internal and external scrutiny.</p> <p>Provide assurance over retrofit-related asset, energy and performance data, ensuring that information is accurate, traceable and aligned with golden-thread principles where applicable.</p> <p>Risk Management: Maintain programme-level risk and issue registers for sustainability and retrofit activity, tracking mitigations and escalating concerns where delivery, compliance or funding risks arise.</p>
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<p>To provide strategic leadership for sustainability and retrofit</p>	<ul style="list-style-type: none"> • Develop and maintain a clear housing retrofit and sustainability strategy, informed by stock condition data, energy performance information and asset investment priorities. • Ensure retrofit pathways are evidence-based, proportionate and aligned with long-term asset planning and building safety considerations. • Provide professional advice to senior officers on sustainability, decarbonisation and retrofit options, risks and opportunities.
<p>To assure compliance, funding and governance</p>	<ul style="list-style-type: none"> • Provide oversight and assurance that retrofit programmes comply with relevant technical standards, regulatory requirements and funding conditions. • Support preparation, submission and assurance of funding bids and returns, ensuring audit-ready evidence and accurate reporting. • Ensure lessons learned from completed programmes are captured and used to inform future investment decisions
<p>To support financial control and value for money</p>	<ul style="list-style-type: none"> • Support affordability and whole-life cost assessment for sustainability and retrofit programmes, ensuring alignment with the HRA Business Plan. • Work with Commercial colleagues to support appropriate procurement and contract strategies that enable sustainable outcomes. • Support identification and escalation of cost pressures, funding risks or delivery constraints that may impact programme viability.
<p>Key external contacts: Organisations</p>	<ul style="list-style-type: none"> • Funding bodies and government departments (e.g. retrofit and decarbonisation funding programmes). • External auditors, regulators and assurance bodies (as required in relation to funding, compliance and performance). • Consultants, framework providers and technical advisors (for assurance, evidence review and specialist input). • Corporate Net Zero, climate and sustainability partners at regional or sub-regional level
<p>Key internal contacts: Job titles or groups of staff</p>	<ul style="list-style-type: none"> • Asset Manager. • Commercial Manager and Commercial Officer. • Building Safety Assurance Manager. • Capital Programme Manager and Project Managers. • Repairs & Maintenance and Compliance service managers. • Finance, Procurement and Legal teams. • Corporate Net Zero / Climate Change teams (for alignment and coordination).
<p>Financial dimensions: Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</p>	<ul style="list-style-type: none"> • No direct budget responsibility. • Provides programme-level assurance and oversight of sustainability and retrofit expenditure across capital and revenue activity within the HRA, including affordability assessment, funding compliance and whole-life cost considerations. • Responsible for the integrity and assurance of programme documentation, performance data and evidence used to support funding claims, audit, regulatory reporting and business planning

Performance Management	<ul style="list-style-type: none"> • Agree objectives and priorities with the Asset Manager and deliver work to agreed timescales and quality standards. • Provide line management and professional oversight to the Sustainability Co-ordinator, ensuring clear objectives, development and performance management. • Maintain accurate records, programme documentation and reporting to support audit, funding assurance and regulatory scrutiny • Plan and allocate resource as required to enable delivery of the required work streams.
Key areas for decision making:	<ul style="list-style-type: none"> • Professional judgement on the suitability and sequencing of retrofit pathways and sustainability interventions. • Decisions on prioritisation of sustainability and retrofit activity within agreed strategic and financial frameworks. • Judgement on when to escalate programme, compliance or funding risks to the Asset Manager
Other considerations: E.g. working patterns	<ul style="list-style-type: none"> • To work 36 hours per week and where required take part in the out of hours on call rota, including weekends and bank holidays. • Proficiency in all Microsoft applications, housing management systems and repairs-related software • To attend evening and weekend meetings as required and for issues associated with key accountabilities (e.g. Leaseholder / Tenant forums, and the Borough Resident Panel). • To represent the service area at key events and on behalf of the Head of Service when required. • For certain tasks the post holder may be exposed to disagreeable or unpleasant working conditions abusive customers, dirt, inclement weather. • To embed the requirements of the Councils Equal Opportunities policy within the day-to-day activity of the demand led repairs service. • The post holder will be committed to the wider equality agenda and adhere to the Councils Equal Opportunity goals. • The above-mentioned duties are neither exclusive nor exhaustive. From time to time, you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager and are broadly within your grading level and competence.

Person Specification

Job Title:	Sustainability and Retrofit Manager		
Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important		A - I - T	Weighting
Minimum education/ qualifications:	Degree-level qualification or equivalent professional experience in sustainability, construction, housing, engineering or a related discipline.	A/I	3
	Relevant professional qualification or training in retrofit, sustainability or project/programme management (e.g. PAS-related knowledge, retrofit coordination, or willingness to work towards)	A/I	2
Minimum experience/ knowledge/ skills:	Experience of leading or coordinating sustainability, decarbonisation or retrofit programmes within housing, local government or a regulated environment	A/I	3
	Knowledge of housing retrofit standards, sustainability frameworks and funding requirements, and the ability to apply these in practice	A/I	3
	Experience of providing programme-level assurance, governance and reporting rather than direct delivery	A/I	3
	Ability to analyse technical, financial and performance information and present clear, evidence-based advice	A/I	3
	Experience of working collaboratively across multiple services and professional disciplines	A/I	3
Minimum competencies:			
Customer service	Demonstrates a resident-focused approach by ensuring sustainability and retrofit activity considers resident impact, transparency and equality	A/I	3
Communicating and influencing others	Communicates clearly and credibly with senior colleagues, delivery teams and external partners to influence decisions and secure compliance.	A/I	3
Analysis and judgement	Applies sound professional judgement to assess risk, compliance and value-for-money, and escalates concerns appropriately	A/I	3
Planning, organising & achieving results	Plans and coordinates complex programmes, manages competing priorities and delivers outcomes to agreed standards and timescales	A/I	3
Budgetary	Ability to support assurance of sustainability and retrofit expenditure through affordability assessment, profiling and whole-life cost consideration, without holding direct budget ownership	A/I	3

Strategic perspective (for senior management posts)	Understands the role of sustainability, decarbonisation and retrofit within wider asset strategy, regulatory compliance and long-term financial planning	A/1	3
Special conditions:	To attend evening and weekend meetings as required Where required, to work on a rota basis to be on call out of hours duties including weekends and bank holidays	1	3
Signature of Employee:	Name:	Date:	