

Job Description



| | | |
|---------------------------------------|---|--------------------------------------|
| Job Title: Head of Retrofit | Service Area: Climate Action | |
| Directorate: Resources | Post Number: | Evaluation Number: LBN 745 |
| Grade: SMR A | Date last updated: April 2025 | |

People at the heart of everything we do

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality and Diversity

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

Protecting our Staff and Services

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

Corporate parent

Every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall Purpose of Job

To lead, and champion Newham's council's retrofit programme to deliver on the council's climate targets in relation to the Climate Emergency and achieving net zero by 2045 for Newham's built environment, including the housing stock, public buildings and private sector and in line with the council's Just Transition Plan.

To further develop the Newham council's retrofit strategy to an exemplar standard, including community engagement, finance and funding, governance and procurement, stock data to deliver transformational net zero and climate resilient neighbourhoods.

To secure substantial carbon emission reduction outcomes from Newham's built environment by influencing how residents, businesses and partners think and act, by

influencing contracts, governance and procurement processes and by addressing approaches to construction.

To continue collaborating with the Climate Team and Net Zero Energy Lead to developing an effective strategy to decarbonise the Council's housing portfolio for both heating and electricity, and develop options for implementation of the strategy, regarding financing, resident engagement, and delivery capacity.

To create a strategy for leaseholders, learning from other councils, as it pertains to fabric and heating upgrades.

To develop a cross-council approach to retrofit, joining up work being done across all service areas to create a cohesive and coordinated approach to retrofit and net zero neighbourhood delivery across the borough with residents at the heart.

To work in partnership and in extensive collaboration within the council, with residents and community organisations, borough partners and organisations, commercial partners, and national government departments and agencies.

To research and evaluate methods of financing Newham's £1bn retrofit requirement to bring the full housing stock to net zero by 2045, evaluating the impacts on residents and Newham's budget, and testing new ways of financing green transition to support scaled delivery work with the Director of Climate Action and relevant colleagues to bring together

To oversee the delivery of retrofit to LBN's Warm Homes Social Housing Fund portfolio of 359 properties as part of the London Council's Strategic Partnership, and to manage delivery of retrofit projects funded by the Council's Carbon Offset Fund.

To deputise for the Director of Climate Action as requested.

Role context

1. The post holder reports to the Director of Climate Action.
2. The post holder has a system leadership influencing role, working in extensive collaboration with members, council staff, residents and businesses.
3. The post holder will play a key role in influencing the Council's budget and external funding planning processes to ensure that Newham meets its 2045 net zero goals
4. The post holder will matrix manage a number of programmes and projects involving a range of multi-disciplinary staff.

Long-term Objectives for Retrofit

1. Continue the development of the first net zero/low carbon/retrofitted neighbourhood.

2. Help create a replicable strategy for phased area-based roll out of net-zero neighbourhoods across the borough, to achieve strategically and efficiently the necessary £1 billion retrofit of 17,000+ social housing homes requirement to meet council climate targets, creating blueprints for resident engagement, governance, financing, climate adaptation work and heat decarbonisation. To be potentially replicable for the boroughs large amount of privately owned housing stock as well.
3. Build capacity and help secure large-scale financing for borough-wide retrofit resident engagement in the order of £1 billion+.
4. Upgrade all contracts, tenders and technical specifications to meet retrofit / net-zero requirements.
5. Build, curate and manage projects and programmes which achieve the delivery of LBN's Net Zero Roadmap, Just Transition Plan, and Retrofit Delivery Plan.

Tasks within Climate Action

1. Help drive forward climate action in every aspect of the Council's work. Supporting the council to consider every decision through the lens of tackling climate breakdown and advise the council on the environmental implications of the council's current operations and propositions.
2. Advise the council at a strategic level on the implications and opportunities in relation to retrofit, climate change impacts and investment in local sustainable approaches from new developments, opportunities and regional/national policy.
3. Work with Members to identify the opportunities for having the biggest impact on climate change by driving implementation through their individual portfolio's, and the wider role they can play in climate action in the Borough.
4. Build strong partnerships that enables extensive collaboration across the council, with residents and business, and partners, leading and influencing climate action beyond the council's own direct resources.
5. Include local people in the journey to net zero carbon, galvanising grassroots activity alongside participation and accelerate community buy-in to the lifestyle and business changes needed to reduce carbon emissions and achieve the tangible co-benefits that climate action can have for them.
6. Campaign and bid for the funding needed to deal effectively with the climate emergency
7. Represent the Council in local, regional and national discussions relating to the development and delivery of the climate action.

Accountabilities within Climate Action

Accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and

employees will be expected to carry out such other reasonable duties which may be required from time to time.

Strategy

- To keep under review the Corporate Plan, division specific service strategies and the divisional service plan in order to ensure that the Council fulfils its duties and delivers the agreed aims and outcomes for your division.
- To work in partnership with internal colleagues and external stakeholders in an integrated, holistic and cross cutting way to achieve delivery of those outcomes
- To take a “one Council” approach to deliver more effective outcomes and at all times avoid a siloed or single service area approach.
- To work creatively to develop ways of sharing good and innovative practice at a local and national level.
- To ensure the Council’s commitment to put people at the heart of all we do by fully engaging residents in the development of ideas, strategies and policies as well as the co-design, co-production, and joint decision making approaches is implemented throughout the division following the professional leadership of and models developed by the Resident Engagement division.
- To contribute fully to the development and implementation of all corporate strategies and the Council’s vision and to act as a major project or programme Senior Responsible Owner to lead and ensure the implementation of specific corporate projects as required.
- To actively develop and promote the Council’s vision and values through personal leadership to ensure they are delivered throughout the organisation.

Service quality

- To deliver on appropriate service quality measures, targets and outcomes for accountable assessment and that act upon resident and stakeholder perceptions and to seek out more transparent accountability mechanisms for delivery in the division.
- To build effective partnerships and communication strategies in order to harness effectively the public, private, voluntary sector and community resources that can help to deliver the Council’s vision.
- To be one of the Council’s (officer level) representatives in partnerships.
- To work collaboratively with the trade unions on matters of mutual interest to improve services and solve problems in a coherent and integrated manner.
- To promote a positive public image of the Council.

- To provide high level strategic direction and policy advice to the Chief Executive, Corporate Management team, the Mayor, Cabinet, Overview and Scrutiny, all Members and Full Council.

Performance

- To help the services within the division in order to ensure that they deliver effective and efficient services and that they set and achieve high standards of performance and that they provide best value.
- To manage and regularly monitor work programmes, budgets, performance indicators and quality targets to ensure that the services in the division meet agreed objectives, key performance indicators and income targets.
- To provide the Council, Mayor, Cabinet, Overview and Scrutiny and other council bodies as required with appropriate reports and professional advice to enable them to discharge their functions in an effective and efficient way, and to display the highest standards of ethical governance.
- To performance manage specific services in the division, building a valued, confident, developed, agile, empowered and innovative workforce.
- To uphold the internal control system that safeguards the residents' interest in the appropriate use of council resources and ensure the system is respected and adhered to by all staff in the division.
- To ensure the effective management of data and security of information received and used within the division, to comply with the relevant legislation such as GDPR and the Freedom of Information Act recognising that the Council wishes to operate in the most open and transparent way.
- To ensure performance appraisal procedures are carried out and that there is full compliance with the Council's HR policies and procedures, including sickness absence, conduct, capability, business reorganisation and Health and Safety.

Resource Management

- To participate in the overall Council budget setting process and once agreed, work within that set budget to deliver the required outcomes in a way that delivers value for money both residents and the Council.
- To plan and keep under review the services within the division to control the budgets within it, manage risk effectively and ensure accountability.
- To lead the service to operate in the most cost effective and efficient way, driving a continuous improvement mind set among staff.

Leadership and Culture

- To participate in the directorate and organisational change that is needed in order to ensure the services play their full part in achieving the Council's vision and values.
- Drive improvement in customer and community focus, performance, productivity, budget, managerial efficiency and workforce changes to deliver improved outcomes for the people of Newham.
- Model the new behaviours required of all staff in terms of equality, ethical behaviour, effective internal control, agility, transparency, openness, community empowerment and engagement.
- To promote and champion equality and diversity in the delivery of all Council activities, service provision and employment practice.
- To ensure that all services are maintained to the required standards as directed by business continuity and resilience policies.
- To participate in the Councils emergency arrangements as an on call member of the strategic or tactical response team at the appropriate level.
- To ensure that Health & Safety legislation and the Council's Health & Safety requirements are all complied with.
- To work evenings, weekends and occasional public holidays, in order to meet service requirements as required.
- This is a politically restricted post under the Local Government and Housing Act 1989 and the Local Government Officers (Political Restrictions) Regulations 1990. The individuals holding this post cannot have any active political role. Politically restricted employees are prohibited from:
 - standing for office as local councillors, MPs, MEPs, Members of the Welsh Assembly or Members of the Scottish Parliament,
 - Canvassing on behalf of a political party or a person who is, or seeks to be, a candidate, and speaking to the public at large or publishing any written or artistic work that could give the impression that they are advocating support for a political party.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

| | |
|---|---|
| <p>Experience of successfully operating as a senior leader in a large, complex and comparable setting (local authority, public sector organisation or equivalent).</p> <p>Experience and track record of being a system leader, developing effective internal working relationships and actively creating collaborations with external partnerships at a borough, regional and national level.</p> <p>Knowledge and experience of leading effective resident and community engagement and involvement strategies and programmes, including behaviour change programmes and communication campaigns.</p> <p>Experience and knowledge to lead, develop and deliver innovative savings and income generation opportunities using a breadth of techniques and exploit grant funding opportunities.</p> | <p>Application form / Interview</p> <p>Application form / Interview</p> <p>Application form / Interview</p> <p>Application form / Interview</p> |
| <p>SKILLS AND ABILITIES:</p> <p>Political awareness with the ability to build positive relationships with elected members to balance political drivers with strategic priorities.</p> <p>Outstanding communication skills both oral and written with ability to influence outcomes effectively through persuasive argument.</p> <p>Constructively challenging of the status quo, open minded and responsive to new ideas.</p> <p>Able to apply innovative, creative and lateral thinking to complex problems.</p> <p>Exemplary leadership and management skills and the ability to lead, motivate and enthuse teams and employees whilst creating a culture in support of organisational vision, values and behaviours.</p> <p>Ability to work within a highly pressurised environment.</p> <p>Ability to plan and work towards a long term strategic vision and translate that vision into reality.</p> <p>Ability to develop, implement and monitor appropriate qualitative and quantitative indicators to measure performance and impact.</p> | <p>Application form / Interview</p> <p>Application form / Interview</p> <p>Application form / Interview</p> <p>Application form / Interview</p> <p>Application form / Interview</p> <p>Application form / Interview</p> <p>Application form / Interview</p> <p>Application form / Interview</p> |

| | |
|---|-------------------------------------|
| <p>Ability to assess the impact of legislative or policy changes affecting climate action and to proactively implement changes to comply with those requirements.</p> | <p>Application form / Interview</p> |
| <p>OTHER SPECIAL REQUIREMENTS</p> <p>Willingness and ability to work occasional evenings and weekends to maintain service delivery.</p> <p>Politically Restricted Posts The Local Government & Housing Act 1989 imposes restrictions on political activities for certain categories of local government employees. In accordance with this legislation, this post is politically restricted and as such the post holder must refrain from being a candidate for election, an election agent or sub agent, an officer of a political party, or subcommittee of such a party or canvass, speak to the public at large, publish written or artistic work or display posters in support of a political party or sub group of such a party.</p> | |