



**Action for climate
and communities**



Recruitment Pack

Operations Manager – Retrofit & Renewables



Pic: Some of our team pictured at our summer away day

Futureproof Cumbria

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Company Number: 6492907 | Charity Number: 1123155



About us

Futureproof Cumbria is the county's leading sustainability charity, helping communities, organisations and households take practical action on climate change. With over 25 years of experience, we provide trusted advice, training and support to reduce carbon emissions and build climate resilience across Cumbria.

As a passionate and collaborative team, we are committed to creating a greener, fairer Cumbria where everyone has the opportunity to play a part in building a sustainable future.

A great place to work

At Futureproof Cumbria, we believe that supporting our people is key to achieving our mission. We are a Living Wage Employer and offer 25 days' annual leave and 6% employer pension contribution from day one.

Most of our staff work flexibly, including part-time and home-based arrangements where appropriate, helping colleagues achieve a healthy work-life balance. We provide access to Westfield Health & Rewards and Cumbria Chamber of Commerce Healthy Extras, invest in learning and development, and ensure staff have the equipment and support they need to succeed.

We are a friendly, supportive organisation with a strong team spirit, backed by an engaged Board of Trustees and a genuine commitment to employee wellbeing. We also enjoy coming together as a team, including our annual Away Day, and offer additional benefits such as a discount on our retrofit services. As an organisation, we are committed to equality, diversity and inclusion in everything we do.



About the Homes team

The Homes Team helps people across Cumbria make their homes warmer, healthier, more energy efficient and lower carbon. We provide a range of services, from free home energy advice, energy-saving measures and thermal imaging visits, often delivered in partnership with community organisations, through to subsidised retrofit advice and planning, and specialist support for renewable technologies such as heat pumps and solar PV. We also help people understand and access available grants and funding.

Alongside our funded and subsidised services, we deliver paid advice and consultancy for homeowners and other organisations, providing more specialist support where appropriate and contributing to the sustainability of our wider work. Our activity is shaped by funding from national, regional and local sources, as well as income from paid services, enabling us to respond to emerging opportunities, changing policy and the needs of communities across Cumbria.

Application process

Apply using the Futureproof Cumbria application form. To enable us to evaluate applications fairly, CVs, LinkedIn or Indeed applications will not be considered. Personal details will be removed before shortlisting.

You must have a legal right to work in the UK.

Interviews will be in person. The interview process will involve one or more tasks relating to the role.



Key dates

Closing date: Application forms must be received by 9am on Monday 28th September.

Shortlisted candidates notified by: Wednesday 30th September 2026.

Interview date: Tuesday 6th October 2026.

Start date: Start as soon as possible.

Job description

Main purpose of role:

- Manage staff and contractors who are delivering the Retrofit & Renewables services including recruitment, training, coaching, performance and quality assurance of their work.
- Act as technical lead for services based on the Home Retrofit Planner (HRP) software (licensed by our project partner People Powered Retrofit (PPR), Manchester) and other home retrofit advice services.
- Ensure excellent delivery of customer focused retrofit and renewable services to domestic clients (e.g. Home Retrofit Plans, Bespoke Retrofit Plans, Airtightness Tests, Borescope / Cavity Wall Inspections; Heat Pump Support; Solar PV Support; Standard Specifications).



Main tasks:

Service Management

- Lead the HRP software Quality Assurance process and perform Quality Control on the work of contractors.
- Implement and review risk management and operational delivery processes in collaboration with other managers.
- Coordinate Quality Assurance with our project partner PPR.
- Act as Technical Lead for the HRP software in collaboration with PPR.
- Ensure current best practice of retrofit and renewables knowledge is shared with the Retrofit Assessors and relevant updates with other teams within Futureproof Cumbria.
- Integrate successful pilot services into the on-going Home Retrofit and Renewables service.
- Support partnerships where necessary to ensure the effective running of our services.

Service Marketing

- Contribute to the promotion of existing and new pilot services.
- Provide and deliver content at Retrofit & Renewables Events.

Service Delivery

- Deliver support directly to householders as a Retrofit Assessor, including retrofit audits, investigative services, advice calls and follow on support.
- Interpret technical reports, specifications, and designs and explain them clearly to clients. Facilitate their decision making and document conclusions accurately and clearly on our CRM.
- Provide support for Energy Advice services across the Homes Energy and Communities team including help to identify service risks and develop mitigation strategies.
- Receive mentoring from People Powered Retrofit to support the professional development of this role and our services.



Service Innovation

- Contribute to new service innovation, analysis of feedback and gaps in existing services.
- Support the piloting of new services.

People Management

- Line manage project officers
- Manage the retrofit assessor contractors who deliver the retrofit and renewable services.
- Contribute to the training and development of the contractor retrofit assessor team.

Finance and Budgets

- Contribute to budget and resource management to enable reporting to funders, senior management and Trustees. Work with other managers to ensure resource planning, in alignment with budgets and project deliverables.

Other

- Maintain and develop knowledge of retrofit and renewables best practice and relevant regulations.
- Conduct any other task or project required, from time to time, as directed by line manager.
- Contribute to the ongoing work of Futureproof Cumbria, including attending appropriate networking meetings, team meetings and training.
- Comply with Futureproof Cumbria policies, procedures and guidance.

This job description is not exhaustive but is provided to assist the postholder to know what her/his main duties are. It may be amended from time to time without change to the levels of responsibility appropriate to the grade of the post and in discussion with the postholder.



Key information

Location: The role is contractually based at our Penrith office; however, we actively support flexible working patterns, including a blended approach to home office-based working.

Reports to: Programme Manager - Home Energy and Communities

Hours: 30 hours per week. The hours of work are flexible, but core office hours are 10am-4pm. This role requires a flexible working pattern to support community engagement and attendance at events.

Duration: Fixed-term contract until end of July 2028 (with potential for extension subject to funding).

Salary band and range: Band C, £30,728 - £38,728 FTE. Starting salary to be agreed depending on knowledge and experience.

Person Specification

Essential Attributes

- Knowledgeable in home energy retrofit and renewables, domestic energy saving, and fabric-first improvements.
- Degree in a relevant field, or equivalent level 5 qualification in building energy.
- At least three years' experience of providing domestic retrofit advice, including experience of implementing or coordinating energy retrofit projects.
- Ability to make sound judgements around the suitability of technical building energy options and proposals to ensure they meet clients' needs.



- Ability to work with technical reports and monitor data with a high degree of accuracy and produce accessible technical reports.
- Ability to interpret and review technical building energy reports, specifications and designs produced by others.
- Excellent communication skills, with the ability to explain technical information to a variety of audiences.
- Confident at networking and strong capability for building rapport and relationships with potential partners.
- Excellent written and verbal communication and IT skills.
- Strong interpersonal and management skills - ability to manage and mentor a team and support their professional development.
- Highly organised, capable of managing multiple streams of work, tight deadlines, and prioritising workload.
- An interest in the vision, mission and objectives that Futureproof Cumbria seeks to deliver.
- Ability to travel independently throughout rural Cumbria. A full UK driving licence and access to a vehicle are essential, to visit remote rural properties and transport equipment necessary for delivering services.
- Willingness to undertake an enhanced DBS check

Desirable Attributes

- Experience in development and innovation, with proven skills in research, scoping and evaluating options, financial modelling, and risk identification.
- Experience of quality assurance for building projects.
- Experience of fundraising and developing new bids.
- Knowledge of key players within the national retrofit industry and local contacts.
- Experience of working in a dispersed team and using Microsoft Teams or similar.



Safeguarding

All staff are expected to:

- Work in a way that protects the safety, dignity and wellbeing of those we support
- Recognise and respond appropriately to safeguarding concerns
- Always follow our safeguarding policies and procedures

Equality, diversity and inclusion

Futureproof Cumbria is committed to building a diverse and inclusive team. We welcome applications from people of all backgrounds and particularly encourage applications from those who are underrepresented in the environmental sector.

More information

If you would like more information or an informal discussion about the role, please email the recruiting manager for this role, [Neil Northman](#).