

## Research Coordinator Job Description

**Salary:** £35,000 pro rata (£17,500 @.5 FTE)

**Status:** 0.5 FTE. Potential for extension into a full-time contract dependent on funding

**Benefits:** 4% pension, 25 days annual leave

**Length of contract:** 18-month fixed term October 2023 to March 2025, with potential for extension dependent on funding.

**Schedule/ hours:** 18 Hours per week. Provision for flexible working. Some evening or weekend work required .

**Work Location:** You will have an office base at The Forum@Greenwich, Trafalgar Road, London, SE10 9EQ provision for flexible work from home. You will be expected to work from the office base at least one day per fortnight at 0.5FTE.

### To Apply

Please complete the contact details [form](#) and upload your cv by noon 13 September 2023.

Shortlisted candidates will be asked to complete an application form by noon 27 September 2023.

If you have any questions or queries about the job, please contact Haqqa Butt: [haqqa@selce.org.uk](mailto:haqqa@selce.org.uk)

### About Selce and Repowering London

[South East London Community Energy](#) (Selce) and [Repowering London](#) are award-winning community energy organisations. We both specialise in co-creating and delivering community-led energy and renewable projects. We are different to ordinary businesses as we are Community Benefit Societies, a type of co-operative social enterprise. We put people at the heart of everything we do and care about the communities we work with and each other. This is reflected in what we do and how we work.

We exist to ensure our communities can benefit from and participate in the development of the energy systems of the future. We are excited to partner together for the first time to deliver a new and innovative programme of community-led domestic retrofit.

### About the project

Selce and Repowering London are partnering to deliver an innovative approach to domestic retrofit that will insulate homes, alleviate fuel poverty and play a leading role in responding to the climate emergency. We will implement a community-led approach to address one of the great engineering challenges of our time – improving the energy efficiency of the UK's housing stock. Solving this challenge will address fuel poverty and climate change.

Our aim is to make retrofit easy to understand and access. We will provide a holistic retrofit coordination service that can be tailored to meet the needs of all households and residents. We will put people and residents at the heart of the process by taking a neighbourhood approach. To begin with, we will be working in four geographical London communities: Greenwich, Lewisham, Lambeth and Newham.

We do not work alone. Both Selce and Repowering London are part of a quiet but growing community energy powered revolution that has been building across the UK over the last decade. This project is only the start; our long-term ambition is to develop an ongoing service across London that can also be

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replicated by community energy groups across the country. Join us for the start of this retrofit revolution! We have a number of new roles to help us deliver this ambition – we look forward to hearing what you can offer and how you can play a leading role.

### About the role – Research Coordinator

This is an exciting opportunity for a community-based researcher who cares about tackling energy-related issues and working towards a more inclusive and sustainable future. We recognise that an effective research process is a key component in delivering the roll out of at scale domestic retrofit projects. We work with the most vulnerable in our communities to help get installations over the line. The results and findings of this project will contribute to how the UK approaches retrofit and energy advice going forward.

As research Coordinator, you will work with a diverse and supportive team. Ideally you will be locally based covering Greenwich, Lewisham, Lambeth, and Newham, with a strong interest in climate issues and community retrofit. Your role will be to design and implement an action research process whereby we gather data about every aspect of the project on an ongoing basis and then on a quarterly basis analyse what works well and what doesn't work well in terms of engaging individuals and communities in retrofit. Based on your research we'll implement changes as we go along. Your research will feed into the retrofit process from start to finish, working closely with the project lead, outreach officers, assessors, retrofit coordinators, designers, installers, and contributing to the research project. You will ensure the research aspects of the project keep to time and are of the appropriate quality.

The project aims are to bring retrofit into the public eye, on a neighbourhood and borough-wide level. Focussing on a neighbourhood approach to street by street and block by block retrofit. Addressing the challenges of the need to decarbonise the UK housing stock, and provide warm, healthy homes, and alleviate fuel poverty.

### Job description

Reporting to: Project Lead and the Project Steering Group with research design support from Selce CEO.

### Your Role

- Work collaboratively with partners to define research questions: Broadly your research will focus on an overarching research question- which aspects of our approach to engaging households in retrofit are most effective; how we could improve our work; and what is the impact of it. Constituent research questions could include (but are not limited to): What are the benefits of place-based engagement as opposed to borough-wide? What is the impact of early adopters of retrofit on attitudes of neighbours toward retrofit? What kinds of messaging (intrinsic or extrinsic) is most effective for different client groups? What barriers do households face to retrofit and how can these be overcome? What are the impacts of domestic retrofit on energy costs and well-being? What is the SROI of our approach?
- Develop an action research methodology. These will include some quantitative and some qualitative research. You will support the design of a CRM system This CRM will serve the purpose of caseload management as well as collection of demographic data. This system will constitute our main data collection tool.

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- Work with our funders to understand KPI reporting requirements and design a methodology for collecting data via the CRM. KPI's will include comparative pre-and post-retrofit measures, CO2 emission reductions, comfort and customer satisfaction.
- Contribute to data collection. This could include training the RA's and RC's to collect pre and post intervention data; conducting in depth interviews with clients; hosting a focus group with stakeholders.
- Analyse the data (this could include both some quantitative data analysis and will almost certainly include qualitative data analysis).
- You will coordinate quarterly action research meetings with the project team and steering group and facilitate quarterly reflection, and biannual implementation of adaptations.

Build a relationship with academics working in the field of energy demand.

- Represent Selce and Repowering London at external events and conferences as required.

#### *Other duties*

- To undergo training and development in line with the needs of the business and be an active Manager within the organization.
- To assist with other duties within the scope and nature of position.
- To assist in other areas of the business when required e.g., complaints or auditing.

#### Skills

##### *Essential*

- Research design and analysis skills ideally covering qualitative and quantitative approaches.
- Facilitation and the ability to chair meetings.
- In-depth interviewing skill.
- Excellent written and spoken communication skills both academic and non-academic audiences.
- Experience of customer-facing roles, in particular dealing with private households/owner-occupied clients.
- Good presentation and public-facing skills.
- Good social media and digital communication skill.
- Competency in Microsoft Office applications.
- Ability to adapt to changing situations in project delivery and to meet challenges positively, directly and with determination.
- Methodical, systematic, and detailed approach to work with the ability to problem solve.
- To be well organised and self-motivated, and able to contribute effectively as a team member.
- Good negotiation skills and the ability to work with a range of stakeholders.

##### *Desirable*

- Participatory Action Research experience.
- Training skills e.g, training others to conduct interviews.
- Competence in CRM software eg. Salesforce, Air Table.

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## Qualifications/ Experience

### *Essential*

- Undergraduate or postgraduate qualification in a relevant discipline. This could include energy policy, social policy, social research methods, behavioral science or architecture.
- A minimum of 2 years' professional experience of research project delivery. This could be in an applied or an academic setting. Ideally you will have conducted research relevant field and you will be familiar with literature relating to energy demand and domestic retrofit.
- Experience of working with hard-to-reach communities.
- Experience of outcomes-based project monitoring and evaluation.
- Experience of working with local authorities or other public and voluntary sector partners.

### *Desirable*

- Knowledge of the energy efficiency and Energy Company Obligation Scheme.
- Understanding of the whole house and fabric first approaches to domestic retrofit.
- Post Occupancy Evaluation, and Energy monitoring skills.

Repowering London and Selce are equal opportunity employers. We are committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

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