**JOB DESCRIPTION**

**Groundwork Leeds**

**JOB TITLE:**  Green Doctor Advisor

**REPORTS TO:** Green Doctor Manager

**LOCATION:** Groundwork NE & Cumbria office, Clocktower, South Park, Darlington, DL1 5TG

**HOURS OF WORK:** 37 per week (Mon - Fri 8:30 - 16:30)

**SALARY BAND:** £18,500 – £20,000 (following 3 month probationary period)

**Purpose of Job**

The Green Doctor Advisor will support the delivery of the award winning Green Doctor programme which aims to tackle fuel poverty issues and increase energy efficiency for vulnerable residents living in deprived communities across the North East & Cumbria.

**DUTIES AND RESPONSIBILITIES**

* To deliver energy assessments in the homes of vulnerable residents including low income elderly, disabled and families with young children; and to offer additional support to householders.
* Provide advice and support to vulnerable households in Cumbria and the North East to lower their energy bills and keep them warm.
* Complete and record all assessment details on the Iform system on the IPad, ensuring accurate and detailed records are taken.
* Install basic technical measures within the home as necessary, including low energy light bulbs, draught excluders, reflective radiator panels, and hot water tank jackets.
* Ensure material stock levels are maintained and stock is monitored closely. Including ordering material when necessary.
* To ensure the proper use and good order of tools, material, equipment, vehicles and supporting administrative systems.
* Demonstrate good customer service skills and a friendly and positive attitude to all clients
* Manage communication skills to tailor approach to different audiences if required, taking account of different perspectives, personalities, behaviours and cultures
* Complete accurate administrative duties such as data inputting, and completing relevant paperwork, and ensure these are completed to a high standard.
* Deal with general enquiries about the Green Doctor project as necessary.
* Where required assist in booking in appointments for new visits and general promotion of the project, including assisting at events and workshops in the community.
* Work to previously agreed goals and targets with a minimum of supervision
* Play an active role in the team and actively promote a positive image of Groundwork and representing Groundwork as required at meetings
* To comply with Groundwork Leeds’ Health & Safety, Equal Opportunities and Child Protection policies at all times.
* Any other reasonable duties as required by the Trust or line manager.

Some out of hours work (evening or weekend) work may be required.

**PERSON SPECIFICATION**

**Groundwork Leeds**

|  |  |
| --- | --- |
| **SKILLS and EXPERIENCE** | **Essential/ Desirable** |
| You must have relevant qualifications in energy efficiency or renewable technology. As a **minimum**:   * City & Guilds Level 3 (600/1486/6) award in Energy Awareness * City & Guilds (6361-01) award in Domestic Energy Assessor (DEA)   an equivalent / higher relevant qualification within the energy sector, or be willing to work towards these qualifications. | E / D |
| Experienced in a customer service role, with members of the public - face to face | E |
| Multi-lingual | D |
| Experienced in providing advice to the elderly, vulnerable or families with young children | D |
| Practical experience in DIY | E |
| **Qualifications and KNOWLEDGE** |  |
| Full driving license with use of vehicle | E |
| **VALUES** |  |
| Strong inter-personal skills | E |
| Ability to work under pressure | E |
| Good presentation skills and report writing skills | D |
| Ability to act as a champion of Groundwork’s overall strategic aims, including a commitment to environmental initiatives. | E |
| Commitment to equality and diversity. | E |
| Strong motivation and a determination to provide an excellent service to all customers and to meet or exceed all objectives. | E |