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## JOB DESCRIPTION

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<b>JOB TITLE</b>	<b>Project Officer- Green Doctor (Home Energy Advisor) (30 hrs per week)</b>
<b>SALARY</b>	<b>£17,215 per annum pro rata</b>
<b>REPORTS TO</b>	<b>Operations Manager- Communities</b>
<b>LOCATION</b>	<b>South and North Tyneside</b>
<b>TERMS &amp; CONDITIONS</b>	<b>Standard Terms and Conditions</b>

### JOB SUMMARY

**Background Information:** Groundwork South and North Tyneside has been Changing Places and Changing Lives for over 25 years through a variety of environmental, learning, health and skills programmes: <https://www.groundwork.org.uk/hubs/north-east-and-yorkshire/> . We are a fast paced and diverse charity with an excellent track record in partnership working and high quality delivery.

The role of the Project officer is: to provide home energy visits to vulnerable individuals within their homes to give energy advice, identify risks, home improvements and further support. Acting as a representative of LEAP on behalf of Agility Eco and Bierce Surveying to ensure we are providing the LEAP service to the highest possible standard you will be working closely with the Contact Centre Tem Leader, Contact Centre Team and the Post Visit Team in order to provide a smooth and excellent customer journey for all LEAP residents.

The post holder will ideally have experience or a background in energy efficiency and can work flexibly and reactively and have a good understanding of what is required when assisting vulnerable people.

The successful post holder will be a motivated, dynamic and knowledgeable individual with excellent interpersonal skills. You will be given support to develop your skills as well as the freedom to work using your own initiative and creativity.

The role responsibilities can be broken down into the following key areas:

- Quality Control and Customer Service
- Operational and Financial Performance Management
- Business Development

## KEY TASKS

### 1. Quality Control and Customer Service

- To deliver programmes to a high standard
- Work closely with contract managers to ensure contractual delivery and positive working relationship
- To monitor the quality of service delivery through evaluation & review
- To discuss areas for improvement with Programme Lead, and implement agreed actions
- To support the implementation of Quality Standards within Groundwork
- Maintain and develop excellent relationships with key contacts and stakeholders

### 2. Operational and Financial Performance Management

- Take an active role in project delivery including session delivery, resource management, output recording, monitoring and reporting, and evaluation
- Regular review of business and financial plans alongside the team Programme Lead
- Contribute to reviewing annual performance, and developing the team Business Plan
- To assist with identifying and completing appropriate funding bids, and support tender opportunities
- Ensure invoicing of activities is timely and supports the Trusts' finance management systems
- Ensure all agreed work has a contract or Service Level Agreement in place

### 3. Business Development

- Support the Operations Manager and Programme Lead to identify opportunities for business development and growth
- To share knowledge and best practice to improve service delivery
- To work closely with colleagues to develop and implement new ways of working
- To raise the awareness of the Groundwork through engagement with a variety of partners and clients

## HEALTH & SAFETY

- All employees have a responsibility of care for their own and others' health and safety.
- To oversee the H&S of activities in-line with Groundwork's Health & Safety Policies and Procedures
- To liaise with the Programme Lead, the Trust's H&S Lead, and External Consultant on H&S matters relating to sites, activities and operating procedures

## ADDITIONAL RESPONSIBILITIES

- The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties that may be required from time to time within the general scope of the post.
- Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.
- The post holder is required to carry out the duties in accordance with the company's Equal Opportunities Policies
- A commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults, and reporting any concerns.
- To be aware of, and comply with, all measures to support our environmental standard ISO14001

PREPARED BY:

**Chris Wild**

**DATE:**

**14/10/2019**