### JOB DESCRIPTION

**Groundwork Leeds**

**JOB TITLE:**  Green Doctor Advisor

**REPORTS TO:** Green Doctor Manager

**LOCATION:** South Yorkshire, working across Barnsley and Bolsover (with base in Sheffield)

SALARY: 20,000 – 24,000 pa

# Purpose of Job

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

The role will primarily focus on delivering our service in South Yorkshire and NE Derbyshire, focusing on the areas of Barnsley and Bolsover.

**DUTIES AND RESPONSIBILITIES**

1. To deliver home energy assessments in homes of vulnerable residents including low income elderly, disabled and families with young children; and to offer additional support to householders.
2. Complete and record all assessment details on the Zoho system on the Ipad, ensuring accurate and detailed records are taken.
3. Install basic technical measures within the home as necessary, including LED light bulbs, draught excluders, reflective radiator panels, and hot water tank jackets.
4. Demonstrate good customer service skills and a friendly and positive attitude to all clients
5. Maintain a good awareness of our partner networks to ensure we are referring people out of our service to others which can assist with their needs
6. Deliver detailed telephone advice when working from the office, and assist the administrator in booking in visits as calls come in.
7. Advocate and liaise for householders with energy companies, Yorkshire water and the gas and electric network providers to ensure customers receive the best possible deal for their requirements.
8. Complete grant applications to trust funds to assist householders in paying for energy debt and other household needs.
9. Ensure material stock levels are maintained and stock is monitored closely. Including ordering material when necessary.
10. To ensure the proper use and good order of tools, material, equipment, vehicles and supporting administrative systems.
11. Manage communication skills to tailor approach to different audiences if required, taking account of different perspectives, personalities, behaviours and cultures
12. Complete accurate administrative duties such as data inputting, and completing relevant paperwork, and ensure these are completed to a high standard.
13. Deal with general enquiries about the Green Doctor project as necessary.
14. 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.
15. Work to previously agreed goals and targets with a minimum of supervision
16. Play an active role in the team and actively promote a positive image of Groundwork and representing Groundwork as required at meetings
17. To comply with Groundwork’s’ Health & Safety, Equal Opportunities and Child Protection policies at all times.
18. 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**

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| **SKILLS and EXPERIENCE** | **Essential/ Desirable** |
| You must have relevant qualifications in energy efficiency or renewable technology. As a **minimum or be willing to work towards**:   * City and Guilds Level 2 (6176) award in Energy Awareness issued by the City and Guilds of London Institute now known as the (6261) Level 3 award in Energy Awareness   OR   * National Vocational Qualification Level 3 (6049-03) Provide Energy Efficiency Services issued by the Qualifications and Curriculum Authority. | E |
| Experienced in a customer service role, with members of the public - face to face | E |
| Experienced in providing advice to the elderly or families with young children | D |
| Qualified and registered to delivery Energy Performance Certificates | D |
| Practical experience in DIY | E |
| **Qualifications and KNOWLEDGE** |  |
| Full driving license | E |
| **VALUES** |  |
| Strong inter-personal skills | E |
| Ability to work under pressure | D |
| Good presentation skills and report writing skills | E |
| 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 |