

#### JOB DESCRIPTION

**Job Title:** Home Energy Advisor (Green Doctor)

**Responsible to:** Senior Project Officer - Green Doctor TM Programme

**Responsible for** N/A

**Operational Area:** Kent

**Location:** Riverside Community Centre, Gravesend

**Date:** January 2020

**JOB SUMMARY**

Home Energy Advisors (Green Doctors) work on a variety of projects delivering home energy efficiency visits mainly to vulnerable residents for whom a visit can make a significant impact. These visits are a mixture of installing low cost measures, providing advice and guidance, and referring residents on to further services and agencies for wider energy saving and wellbeing support.

The Green Doctor projects work with Local Authorities, Housing Associations and other clients.

**Main Duties**

* Undertake a schedule of home visits to support residents in reducing their carbon emissions and to save money by lowering the level of consumption and cost of energy.
* Install a range of basic energy efficiency measures during home visits, such as installing energy saving light bulbs, setting the boiler and installing radiator panels.
* Provide effective support, both advisory and practical to enable people to make positive changes to their behaviour and to improve the quality of their lives; record actions and highlight the importance of keeping warm to the health and wellbeing of residents.
* Assist residents to access other relevant and complementary services and agencies, liaising with other agencies to assist residents to access funding and support to deliver larger energy efficiency measures.
* Liaise with residents on a day-to-day basis in a professional and friendly manner and build good working relationships with them.
* Book and schedule visits and respond to referrals from funders in a timely manner.
* Undertake monitoring information and reporting requirements as required by the Trust and funders.
* Work with other Home Energy Advisors (Green Doctors) to ensure projects meet all the funders’ requirements, are delivered on time, within budget and to agreed quality standards within the agreed administrative and financial frameworks. Specific targets for the post-holder will be agreed with the partners and funders of the project.
* Run events or energy surgeries to raise awareness of the programme in local communities.
* Deliver outreach activities to generate referrals e.g. door-knocking, events, road shows etc.
* Report to the Senior Project Officer, Green Doctor Project Officer and as required, the programme steering group and funders.
* Undertake administrative duties commensurate with the role.

KEY AREA: PARTNERSHIP & STAKEHOLDER WORKING

Formalises partnerships and builds strong links with stakeholders.

Attends and represents the Trust at relevant meetings, steering groups, forums and conferences, including attending out of office hours when necessary

**KEY AREA: SAFEGUARDING CHILDREN & ADULTS AT RISK**

Groundwork South is committed to safeguarding a promoting the welfare of children and adults at risk. It is the responsibility of each employee to familiarise themselves and comply with the organisation’s procedures and systems on safeguarding children and adults at risk. Primary responsibilities are:

* To adhere to the Safeguarding Policy and Procedures.
* To adhere to the Safer Recruitment Policy & Procedure.
* To report any safeguarding incidents or concerns immediately to your Designated Safeguarding Officer or Lead Designated Safeguarding Officer.
* To complete any Safeguarding Awareness training as required by Groundwork South
* If required for your post, undertake an enhanced DBS check and maintain annual membership through the update service.

KEY AREA: CUSTOMER SERVICE

Actively assists with customer service taking a lead in day to day operations to ensure that exemplary customer service is delivered with residents, tenants and leaseholders and clients.

**KEY AREA: QUALITY**

Focuses on customer satisfaction and delivers a quality service to the agreed standards

**KEY AREA: HEALTH & SAFETY**

Groundwork South is committed to ensuring the health, safety and welfare of its employees and it will, so far as is reasonably practicable, establish procedures and systems necessary to implement this commitment and to comply with its statutory obligations on health and safety. It is the responsibility of each employee to familiarise themselves and comply with the organisation’s procedures and systems on health and safety. Primary responsibilities are:

* To report all Health & Safety occurrences including potential hazards to line manager
* To comply with Groundwork South Health & Safety Policy and Regulations
* To carry out routine checks on vehicles, equipment and machinery and report any defects to line manager
* Use, store and maintain tools and equipment in line with Health and Safety best practice

ADDITIONAL RESPONSIBILITIES

#### Adheres to all the policies and procedures of the organisation

* Contributes to the Trust’s work in maintaining existing and achieving future accreditations and standards
* Commits to Continual Professional Development and undertake any training and development deemed necessary to fulfil criteria of post
* Any other duties commensurate with the level of the post.

**GROUNDWORK SOUTH VALUES**

All employees of Groundwork South are required to understand and contribute to the organisation’s values. Groundwork South is committed to transforming people’s lives and places through social, economic and environmental action. In terms of development and delivery of these projects we work across three business themes, Communities & Landscape Design Services, Youth, Employment & Skills and Environmental Services and we successfully deliver these projects by adopting a clear set ofvalues:

* Passion
* Commitment
* Empathy
* Professionalism
* Innovation

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| **Factor** | Criteria | **Essential** | **Desirable** |
| **Knowledge** | Knowledge of energy efficiency and home energy products and the ability to provide advice in relation to them | **X** |  |
|  | Knowledge of Health and Safety issues | **X** |  |
|  | Domestic Energy Assessor (DEA) or NVQ Level 3 (6049-03) Provide Energy Efficiency Services or equivalent |  | **X** |
|  | City and Guilds Energy Awareness (6281-01) previously known as the 6176 Energy Awareness or equivalent |  | **X** |
|  | Knowledge of issues relating to the effects of cold weather on health and wellbeing |  | **X** |
|  | Good understanding and knowledge of wider environmental issues |  | **X** |
| **Experience** | Demonstrable experience of working with a range of agencies | **X** |  |
|  | Relevant practical experience of manual trades or home repair and a good knowledge of home maintenance | **X** |  |
|  | Experience of training and managing volunteers |  | **X** |
|  | Experience of tailoring and delivering training sessions |  | **X** |
| **Skills:** | Excellent communication and presentation skills, both written and verbal and the ability to speak with and relate to a wide customer base, tailoring messages to the customer needs | **X** |  |
| **Abilities:** | Ability to manage workloads and competing priorities in an often deadline orientated environment | **X** |  |
|  | Demonstrate a commitment to and understanding of the principles of equal opportunities in both employment and service delivery | **X** |  |
|  | Ability to utilise MS Corporate Software applications e.g. Word and Excel | **X** |  |
|  | A compassionate and understanding manner | **X** |  |
|  | A practical outlook and can do attitude | **X** |  |
| **Special Requirements** | A leased van will be provided for business use only. Full UK driving licence which must be held for at least 12 months. Due to insurance provision, candidates must be aged 21 plus with more than 12 months driving history. | | |

**TERMS AND CONDITIONS**

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| **Salary** | Circa £22,000 per annum |
| **Contract:** | 1 Year Fixed Term Contract |
| **Hours of work:** | Your normal hours of work are 37.5 hours each week excluding a daily lunch break and travel to and from the main place of work. |
| **Place of work** | Your normal place of work will be Riverside Community Centre, Dickens Road, Gravesend, Kent, DA12 2JY. You will be required to travel to other locations across Kent to carry out your duties. You may also be required to travel to other Groundwork offices to carry out your duties. |
| **Holidays:** | 25 days per annum plus English Bank Holidays. A pro rata entitlement is calculated for part time workers in each holiday year (which runs from the 1st January to 31st December). |
| **Pension** | Groundwork will comply with the employer pension duties in respect of the worker in accordance with Part 1 of the Pensions Act 2008 in relation to the Groundwork Pension Scheme, or such other registered pension scheme as has been set up by Groundwork. Participation in such schemes is subject to satisfying certain eligibility criteria and the rules of such scheme as amended from time to time. |
| **TOIL** | TOIL – Time Off In Lieu - Although there is no overtime paid by the Trust; the Trust has a Time Off In Lieu system in place. TOIL is normally time spent at weekend and evening events/meetings or extra work as requested by your line manager. |
| **DBS Pre-Employment Check** | This post will be subject to an enhanced DBS. |
| **References:** | Employment to this post will be subject to receiving two satisfactory references. We reserve the right to approach any previous employers quoted to obtain a reference if deemed necessary. |
| **Proof of Eligibility of right to work in the UK** | Evidence must be provided to comply with the Immigration, Asylum and Nationality Act 2006  <https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/338399/An_employers_guide-28-07-14.pdf> |
| **Training:** | Undertake any training and development deemed necessary for the pursuance of the post, as identified through the induction and supported through our appraisal process. |

#### The above job description is a guide to the work you may be required to undertake but does not form part of your contract. The above job description is a guide to the tasks you may be required to undertake and may change from time to time to reflect changing assignments.

#### I have read and agree that this job description and person specification accurately defines the role.

Signed …………………………………………………………………………

Printed ……………………………………………………………………….

Date …………………………………………………**……………………….**