

Groundwork in Cheshire, Lancashire and Merseyside.

Home Finance Support Advisor

Salary: £20,965 - £22,575

Based: Wigan*

*Travel across the Wigan area required

36.25 hours per week



Make a difference to lives and communities

We have an exciting opportunity to join our team at Groundwork as a Home Finance Support Advisor.

We are looking for someone who is dynamic, dedicated and passionate about making a difference. As Home Finance Support Advisor, your role will be to provide support to households in the Wigan area who may be suffering from fuel poverty. This will include advice on how they can reduce costs and improve the energy efficiency of their property. This affordable warmth programme is called Green Doctor and is delivered as a free service to those in need.

We are looking for someone with experience of providing support in a 1 to 1 customer focused setting, preferably within the community. You'll also need to be highly organised and able to plan own work priorities. There will be significant period of lone working and you must be comfortable working on your own in other people's homes.

It's a unique and challenging role that gives you the chance to make a difference to people's lives every day.

How To Apply

To request an application pack, please email: recruitment.clm@groundwork.org.uk or telephone 01942 821 444.

Alternatively, please visit the Careers section of our website: www.groundwork.org.uk and download, complete and return a Job Application and Equal Opportunities Monitoring Form. Please email your completed forms to recruitment.clm@groundwork.org.uk or send by post to Groundwork, 74-80 Hallgate, Wigan, WN1 1HP.

Closing Date: Noon 26th October 2020

Interviews: w/c 2nd November 2020.

Job Description & Person Specification

Job Title:	Home Finance Support Advisor (Green Doctor)
Service:	Communities
Hours of work:	Full time 36.25 hours per week
Pattern of work:	Monday to Friday - Flexible start and end times to be agreed with line manager
Office base:	Groundwork CLM Head Office, 74 – 80 Hallgate, Wigan, WN1 1HP
Work locations:	Travel across the Wigan area required
Salary:	£20,965 - £22,575
Reporting to:	Green Doctor Project Manager
Responsible for:	N/A
Type of Contract:	Permanent
Benefits	Aviva Auto Enrolment Pension Scheme Annual Holidays of 25 days + Public Holidays Flexible working arrangements, depending on the needs of the role Car Mileage Allowance Employee Assistance Programme Regular supervision and support

Background

The Home Finance Support Advisor will carry out home visits* within the Wigan area and provide support to households who may be suffering from fuel poverty including advice on how they can reduce costs and how to improve the energy efficiency of their property. Groundwork CLM have similar projects operating in other areas and the programme in Wigan is an extension of our existing format.

This affordable warmth programme is called Green Doctor and is delivered as a free service to those in need. For more information about Groundwork and other Green Doctor projects see <https://www.groundwork.org.uk>

*Due to current COVID restrictions support is now being provided to households over the phone rather than in person. When it is safe to do so our Green Doctor programme will go back to face-to-face delivery.

Scope of Role

This role requires a dynamic and dedicated person who can think on their feet, someone with a caring nature who is passionate about making a difference. The ideal candidate needs to be highly organised and adaptable as no two days will be the same.

The Home Finance Support Advisor will provide 1:1 support in a client's home providing advice around reducing energy costs. This role will be the first port of call for people with household energy concerns, energy debt or requiring support in increasing their property's energy efficiency. The role will build positive relationships with members of the community and support them to improve their lives, reduce household worries and prevent illness due to residing in a cold property.

We are looking for someone who can work well under pressure and be able to seek out resolutions to a person's concerns, without judgement. An interest and experience within the housing sector, specifically around energy efficiency would be advantageous but not essential as training is available. You must be comfortable with lone working and in managing your own workload.

This role requires a clear enhanced DBS check.

Main Duties & Responsibilities

1. Visiting homes across Wigan and providing 1:1 support to households suffering in fuel poverty.
2. Provide front-line support to households in need to help them reduce energy costs by undertaking tariff reviews, providing guidance of energy efficiency in the home and advocating on behalf of our clients with energy companies.
3. To link with other support agencies and refer clients to other organisations offering support in areas such as debt management.
4. To give advice on how to reduce energy use in the home and to fit low tech energy saving measures in people's homes including LED lightbulbs and radiator reflector panels.
5. To be pro-active and visible within the local community building trust amongst residents.
6. To develop relationships with other support organisations across the Wigan area and obtain a detailed understanding of the wider support they can provide.
7. To collect data safely following the systems Groundwork has in place and produce reports to assess the impact of the support provided.
8. To help develop the project within the area by liaising with Council Officials, Local Charities or other community organisations who may be in regular contact with residents needing our support.
9. To represent Groundwork Green Doctor at community events across Wigan and be an integral part of the team at our Head Office.
10. To be able to provide presentations, either in person or virtually, which highlights the benefits of the Green Doctor service and the ways in which we can offer household support.
11. To attend training where required to enable to provide support in all areas of the role.
12. To be a reliable and enthusiastic member of our growing team and have the compassion, strength of character and personality to promote a positive response to our service.
13. To actively seek career advancement and develop this role with a positive objective of making this project a total success.

Organisational Responsibilities

1. Investors in People - Groundwork is committed to maintaining its Investor in People (IIP) status and you are expected to support the ongoing development of IIP.
2. Health & Safety - All staff and volunteers have responsibility for ensuring that their working environment is healthy and safe and that staff and volunteers for whom they are responsible for, or working with, are not placed at risk. All staff and volunteers will be expected to familiarise themselves with and adhere to the current Health & Safety Policy.
3. Equal Opportunities & Diversity - Groundwork strives to be an equal opportunities employer and operates an Equal Opportunities policy. It also recognises the benefits that a diverse workforce brings to the organisation and welcomes this.
4. Data Protection - Groundwork endeavours to comply with the Data Protection Act 2018. It may be necessary to disclose personal data to funding bodies - where a role is funded externally - in order to comply with their funding requirements. If this applies to you, we will inform you about what information is shared.
5. Personal Development - All staff and volunteers will be expected to participate in a broad range of personal development activities in line with best practice and take responsibility for identifying own learning needs in order to fulfil the requirements of the role and support career progression.
6. Corporate Training - All staff and volunteers will be expected to attend and fully participate in the Trust's Corporate Training Programme.

Note:

This is a description of the job as it is currently envisaged at the date noted in the footer. It is the Trust's practice to review, from time to time, employee job descriptions and to revise them to ensure that they relate to the job that is being performed and/or to incorporate any changes being proposed. Any changes will be led by your line manager in consultation with you and any amendments will be approved by the relevant Service Director. You will have the opportunity, and are expected, to fully participate in such discussions. This job description is broad-based and is not intended to be an exhaustive list of all possible duties, as it is recognised that jobs may change over time. Should the duties change significantly, the post and salary level will be fully reviewed.

PERSON SPECIFICATION

Assessment Key: A (application form), I (interview), P (presentation), E (exercise), R (role play)

	Essential (E) Desirable (D)		Assessment Method
Education, Training & Qualifications			
GCSE Mathematics and English language grade C or above (or equivalent)	E		A
Full UK driving license	E		A
Domestic Energy Awareness Level 3 qualification		D	A
Nationally recognised qualification in Financial Management		D	A
Nationally recognised qualification in Community Development or Community Support		D	A
Experience			
Experience of providing support in a 1:1 customer focused setting, preferably within the community	E		A / I
Experience of partnership working and connecting people to support agencies within Wigan		D	A / I
Experience of dealing with complex issues on behalf of others and working out a resolution		D	A / I
Experience of managing multiple conflicting projects and meeting deadlines		D	A / I
Knowledge			
An understanding of the Green Doctor project and fuel poverty	E		I
Knowledge of the local area and common issues faced within the local community		D	I
An understanding of Data Protection and handling personal data in the office and whilst out in the community.		D	I
Skills and Abilities			
Highly organised and able to plan own work priorities	E		A / I
Good communication skills and ability to relate to people from a range of backgrounds.	E		I
Good level of numeracy, literacy and financial management skills	E		A / I
Ability to travel between home visits across Wigan with access to own transport	E		A / I
Ability to lone work in people's homes and able to manage the associated risks effectively	E		A / I
Personal Qualities and Commitments			
Pro-active, self-motivated and confident	E		I
A caring and empathetic approach to others. A personable character with a desire to support others less fortunate.	E		I

A problem solver with the ability to research the best solution to individual needs	E		I
Committed to personal development and willing to undertake training where required	E		I
Ambitious, flexible and able to deal with changing priorities	E		I

Note to applicant:

Should you have any questions about the assessment methods, please don't hesitate to contact HR on 01942 821444 who will be happy to answer any questions and/or address any special requirements.

Employee: (name in caps)	Employee: (signature)	Date: (signed)