JOB DESCRIPTION

**JOB TITLE:** Energy Efficiency Advisor – Green Doctor

**REPORTS TO:** Energy Efficiency – Green Doctor Project Coordinator

**LOCATION:** Coventry

#### JOB SUMMARY

The Energy Efficiency Advisor will deliver the Green Doctor programme which aims to tackle fuel poverty issues and increase energy efficiency for vulnerable residents living in deprived communities across Coventry.

The project is a mixture of installing low cost measures, providing advice & guidance, and referring residents on to further services for wider energy saving and wellbeing support.

The role will be based in Coventry but may require occasional work across the West Midlands.

#### KEY TASKS

1. To deliver a schedule of home energy assessments (following Covid 19 Risk Assessments) and online support to vulnerable residents, including low income; elderly; disabled and families with young children.
2. Install or supply for own installation, a range of basic technical low-cost measures within the home as required, including LED light bulbs, draught excluders, reflective radiator panels, and hot water tank jackets.
3. 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 in relation to energy saving and wellbeing.
4. Complete and record all assessment details on the client management system, ensuring accurate and detailed records are taken and meet reporting requirements as required by the Trust and funders.
5. Demonstrate good customer service skills and a professional, friendly and positive attitude to all clients.
6. 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.
7. Deliver Energy Efficiency training to front line staff that work in communities.
8. Attend physical and online community meetings to promote the service as well maintain a professional and effective social media presence.
9. Advocate and liaise with energy companies on the behalf of clients, to ensure customers receive the best possible deal for their requirements.
10. Complete grant applications to assist householders in paying for energy debt and other household needs.
11. Ensure material stock levels are maintained and stock is monitored closely. Including ordering material when necessary.
12. Manage communication skills to tailor the approach to different audiences if required, taking account of different perspectives, personalities, behaviours and cultures.
13. Complete accurate administrative duties such as data inputting, and completing relevant paperwork, and ensure these are completed to a high standard.
14. Deal with general enquiries about the Green Doctor project as necessary.
15. 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.
16. Work to agreed goals and targets with a minimum of supervision.

**Personal Development and Training**

1. To undertake training and development as agreed with the Project Coordinator.
2. To attend regular team meetings/supervisions.
3. To be a positive force in the staff team taking personal responsibility for ensuring good morale and work relations are maintained.

Additional Responsibilities

1. To play an active role as appropriate more widely across Groundwork West Midlands to develop Groundwork’s project programme; and influence the Trust’s work overall.
2. Promote Groundwork activities at a local and regional level; providing an efficient and courteous service.
3. Ensure compliance with Trust policies, insurance and statutory requirements, particularly health and safety, safeguarding (including Prevent) the Children’s Act and equal opportunities.
4. To undertake any task that may be requested from time to time by the Management Team as may be consistent with the nature and scope of the post.
5. Liaise with other Groundwork Trusts, and Groundwork UK as necessary.

Note to Applicant: When completing your application form, you should demonstrate the extent to which you have the necessary education, experience, knowledge and skills identified as a requirement for the post. (Note: Where items appear which have not been deemed essential, you should assume they have been considered desirable).

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| **Factor** | | **Criteria** | | **Ranking** | | **Shortlist Criteria**  **(Yes or No)** | | **Selection method used to evidence criteria** | |
| **Qualifications** | | * 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.   OR  **Suitable experience will be considered.** | | Desirable | | **Yes** | | Application form/  Interview | |
| **Experience** | | Experienced in a customer service role, with members of the public – face-to-face and remote support. | | Essential | | **Yes** | | Application form/  Interview | |
| Experienced in providing advice to the elderly or families with young children | | Essential | | Yes | | Application form/  Interview/  pre-employment check | |
| Qualified and registered to delivery Energy Performance Certificates | | Desirable | | No | | Application form/  Interview | |
| Practical experience in DIY linked to the installation of small energy saving measures (energy saving light bulbs, draft proofing and radiator reflector installation) | | Essential | | **Yes** | | Application form/  Interview | |
| **Personal Skills and Ability** | | Ability to respond to changing circumstances on projects (resilience) | | Essential | | **Yes** | | Application form/  Interview | |
| Strong inter-personal skills | | Essential | | **Yes** | | Application form/  Interview | |
| Good presentation & report writing skills | | Essential | | **Yes** | | Application form/  Interview | |
| Strong motivation & a determination to provide an excellent service to all customers to meet or exceed expectations | | Essential | | No | | Application form/  Interview | |
| Knowledge of Microsoft Word | | Essential | | **Yes** | | Application form/  Interview | |
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| **Miscellaneous** | | Ability to adhere to the organisation’s health, safety and welfare policies and procedures. | | Essential | | No | | Interview process | |
| A flexible approach and ability to work out of office hours including occasional evenings and weekends | | Essential | | No | | Interview process | |
| Ability to adhere to the organisation’s health, safety and welfare policies and procedures. | | Essential | | No | | Interview process | |
| A commitment to promoting equal opportunities and diversity in all work practices, employment and partnering opportunities | | Essential | | No | | Interview process | |
| Own vehicle with business insurance and willingness to travel in own vehicle as required. Also required to carry equipment in vehicle. | | Essential | | Yes | | Interview process | |

**An Enhanced DBS Check will be required prior to commencement in post.**