



Candidate Pack

Home Energy Advisor

www.groundwork.org.uk



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www.groundwork.org.uk



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Who are we?

Our vision at Groundwork is of a society of sustainable communities which are vibrant, healthy and safe, which respect the local and global environment, and where individuals and enterprise prosper.

Our mission is to inspire people and deliver positive sustainable change in places of need across the North East and Cumbria. We're passionate about creating a future where every neighbourhood is vibrant and green, every community is strong and able to shape its own destiny and no-one is held back by their background or circumstances.

We work across the North East and Cumbria helping communities find practical sustainable solutions to the challenges they face. We provide training and create jobs, reduce energy and waste, reconnect people with nature and transform whole neighbourhoods. We are passionate about changing places and lives for the better. With over 200 staff across the region, and over 30 years' experience, we are always keen to hear from people with the drive and determination to make a difference and have lots of ways you can get involved. Many of our senior managers and executive team began their careers as volunteers or entry level project staff. By providing a range of training and continuous professional development opportunities at the local, regional and national level we are able to recruit and retain the very best.

Each year Groundwork makes an incredible difference to communities across the North East and Cumbria. We work on hundreds of individual projects each year, supporting disadvantaged communities but what's most important is how we change people's lives. Our local programmes and services are tailored to the needs of partners and communities in each locality. When all that local activity is added together, it becomes a major force for regional change.

We want you to be yourself at Groundwork and value everything that makes you unique. We recognise and celebrate people's differences and together we make Groundwork a great place to work. Groundwork are committed to safeguarding and protecting the welfare of children, young people and vulnerable adults, and expect all staff and volunteers to share this commitment.



What are we looking for?

We are looking for a highly organised individual with a high degree of personal motivation and the determination to succeed. With confident interpersonal, communication and influencing skills you will enjoy engaging with communities and partners to generate referrals for the Green Doctor Programme.

We are seeking someone with experience of delivering community based projects, along with providing advice and support. You'll have a good knowledge of energy efficiency and fuel poverty programmes and have a strong practical ability to enable the fitting of energy efficiency measures such as draught excluders, boiler jackets and lightbulbs. Occasional out of office work is required and we are therefore looking for someone with a flexible and positive approach to work.

Like us, you will love North East England and want it to thrive. You will be keen to learn and work as part of a team, and be enthusiastic for charity initiatives and the role of benefiting communities.

GROUNDWORK
CHANGING PLACES
CHANGING LIVES



What difference will you make in the role?

- Along with all Groundwork employees you will be committed to our purpose, values and mission.
- Through networking opportunities, you will promote the Green Doctor Programme and develop interest to support its success.
- You will work with local people offering practical support to those most risk of fuel poverty, helping to make their homes more environmentally friendly and cheaper to run.
- You will demonstrate good customer service skills and a friendly and positive attitude to all clients.
- Manage communication skills to tailor approach to different audiences if required, taking account of different perspectives, personalities, behaviours and culture.
- Act as a champion of Groundwork's overall strategic aims including a commitment to environment initiatives.
- Strong motivation and determination to provide an excellent service to all customers and to meet or exceed all objectives.



Who you will be working for and with?

Groundwork is an organisation where everyone works together, works hard and takes collective responsibility and strives to make a difference to our local communities.

You will report to the Land and Communities Programme Manager, North of the Region, and work closely with our partners which will include;

- Local Authorities
- Community Groups
- Health Providers
- Housing Organisations
- Residents
- Householders



What will your duties and responsibilities be?

- You will work with the project team to ensure that the project fully meets customer requirements, is delivered on time, within budget and to agreed quality standards within the agreed administrative and financial frameworks.
- Engage the community and partners to generate referrals into the Green Doctor Programme.
- Undertake short home visits to install simple and effective measures to help residents to reduce their energy consumption and to save money.
- Provide advice to residents and encourage them to further reduce their energy consumption, and make cost savings by making changes to their behaviour.



- Complete and record all assessment details on the Zoho system on the Ipad, ensuring accurate and detailed records are taken.
- Collect data about the property and household.
- Attend networking opportunities in order to promote the service and develop interest.
- Produce statistical analysis and progress reports for funders and partners.

What skills and experience do you need to apply?



- Proven track record of relevant work experience including practical DIY
- Experience of delivering community based projects
- Experience of working to deadlines and schedules
- Experience of working with people in the community who are vulnerable and / or in fuel poverty
- Knowledge of energy efficiency and fuel poverty programmes
- Confident interpersonal, communication, influencing skills
- Ability to plan and organise workloads.

- Strong practical ability to enable the fitting of energy efficiency measures
- Flexible and positive approach to work and ability to work autonomously
- Full driving license and access to a vehicle.



It would be good, but not essential, if you also have:

One of the following relevant qualifications in energy efficiency or renewable technology: 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. We will pay for this training whilst working if the selected candidate does not have it.

Qualified and registered to delivery Energy Performance Certificates

Experience of project management

Knowledge of Ofgem approved community switching sites

Knowledge of current and emerging relevant environmental legislation, best practice and low carbon technologies

What will we offer you...

- Competitive salary, circa £21,000 per annum.
- 37 hour working week (Whilst we are advertising this post as a full time opportunity, we have flexibility to also consider applications from people who can work part time).
- Excellent holiday entitlement of 25 days, rising to 27 days per annum plus public holidays.
- Family friendly policies to support work/life balance and time off in lieu for out of hours work.
- Business travel expenses.
- Better health at work activities.
- Access to a Cycle To Work
- A commitment to equality and diversity which ensures everyone can make best use of their skills, free from discrimination or harassment.
- Staff life insurance scheme.
- Friendly, team environment where we support each other to achieve.



WANT TO
APPLY?



Great, all you need to do is complete the application pack available on our website, located here:

<https://www.groundwork.org.uk/about-groundwork/careers-across-groundwork/>

All completed applications should be sent to:

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