

GROUNDWORK

CHANGING PLACES
CHANGING LIVES



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JOB DESCRIPTION

JOB TITLE:	Home Energy Advisor
REPORTS TO:	Programme Manager North of the Region
PRIORITY CONTACTS:	Local Authority, Community Groups, Health Providers, Housing Organisations, Residents and Householders
LOCATION:	Barrow, working across South Lakeland, Cumbria
SALARY:	Circa £21,000 per annum
HOURS:	37 hours per week. Job shares and part time working will be considered
CONTRACT TYPE:	Fixed term until October 2023, with potential to be extended, subject to confirmation of further funding

JOB SUMMARY

Our Home Energy Advisor will deliver our Green Doctor programme across Barrow and South Lakes, offering practical support to people most at risk of fuel poverty, helping to make their homes warmer, more environmentally friendly and cheaper to run.

The post holder will have experience and knowledge of domestic energy and fuel poverty and a strong desire to help people. Appropriate qualifications would be useful but we will offer specific in-job training if you don't have them. You will have an ability to network with key partners to develop relationships, deliver training events and generate referrals. You will lead delivery of the Green Doctor programme tackling fuel poverty issues and increasing energy efficiency.

You will undertake assessments, fit practical energy saving measures and offer energy saving advice to residents. Other issues will be referred onto local partners for further support. Although much of this role would traditionally be delivered in peoples homes, for the foreseeable future, telephone support will be

the main approach. We anticipate that this role will be delivered predominantly from home for the foreseeable future.

This role is subject to an Enhanced Disclosure endorsed by the Disclosure and Barring Service.

KEY TASKS

- 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.
- Complete and record all assessment details on the Zoho system on the Ipad, ensuring accurate and detailed records are taken.
- Install basic technical measures within the home as necessary, including LED light bulbs, draught excluders, reflective radiator panels, and hot water tank jackets.
- Demonstrate good customer service skills and a friendly and positive attitude to all clients.
- Develop relationships with local partners to facilitate a regular supply of referrals into the Green Doctor programme.
- Deliver informal energy efficiency training to partner organisations and community groups.
- 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.
- Manage a diary of bookings and deliver detailed telephone advice when working from the office. Advocate and liaise for householders with energy companies, water and the gas and electric network providers to ensure customers receive the best possible deal for their requirements.
- Complete grant applications to trust funds to assist householders in paying for energy debt and other household needs.
- Ensure material stock levels are maintained and stock is monitored closely. Including ordering material when necessary.
- To ensure the proper use and good order of project tools, material and equipment.
- Manage communication skills to tailor approach to different audiences if required, taking account of different perspectives, personalities, behaviours and cultures.
- Complete accurate administrative duties such as data inputting, and completing relevant paperwork, and ensure these are completed to a high standard.
- Deal with general enquiries about the Green Doctor project as necessary.
- Deliver general promotion of the project, including meetings, events and workshops in the community.
- Work to previously agreed goals and targets with a minimum of supervision.
- Play an active role in the team and actively promote a positive image of Groundwork and representing Groundwork as required at meetings

Additional responsibilities

- Comply with all organisational policy, procedures and systems.
- To be aware of, and assume the appropriate level of responsibility for, safeguarding and promoting the welfare of children, young people and vulnerable adults and to report any concerns in accordance with the organisation's safeguarding policies
- Ability to work outside normal office hours.
- Any other duties commensurate with the level of the post.