

GROUNDWORK

CHANGING PLACES

CHANGING LIVES



JOB DESCRIPTION

JOB TITLE:	Project Officer - Home Energy Support
REPORTS TO:	Programme Manager North of the Region
PRIORITY CONTACTS:	Local Authority, Community Groups, Health Providers, Housing Organisations, Residents and Householders
LOCATION:	With an office base available in Barrow-In-Furness, you will work across South Lakeland and Barrow local authority areas. Homeworking will be available to the successful candidate.
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 Support Officer will support those in need across Barrow and South Lakes. Committed to helping people you will offer practical support and advice to those most at risk of fuel poverty, helping to make their homes happier, warmer and cheaper to run.

The post holder will be a confident communicator, comfortable working with a variety of partners and possessing a strong desire to help people. Appropriate qualifications in energy efficiency would be useful but not vital we will provide full in-job training for the successful candidate.

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

KEY TASKS

- To deliver home energy support in the homes of vulnerable residents including low income, elderly, disabled and families with young children.
- To complete and record all support details on the Zoho, ensuring accurate records are kept.
- To install basic technical measures within the home such as light bulbs, draught excluders, reflective radiator panels, and hot water tank jackets.
- To demonstrate good customer service skills and a friendly and positive attitude to all clients.
- To develop relationships with local partners to facilitate a regular supply of referrals into the project.
- To 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.
- To develop and manage a diary of bookings and meetings.
- Advocate for householders with energy companies to ensure customers receive the best possible energy costs and save money.
- 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.
- 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 project as necessary.
- Deliver general promotion of the project throughout 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.

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.