



Candidate Pack

Green Doctor

Energy Advisor

(Based in Leeds & Working Across West
& South Yorkshire)

www.groundwork.org.uk



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www.groundwork.org.uk



@GroundworkYorkshire



@GroundworkYorks

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 Yorkshire. 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 Yorkshire 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 100 staff across the region, and over 35 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 Yorkshire. 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?

Groundwork's Green Doctors help households stay warm, stay well, save money on their household bills and reduce carbon. Our aim is to support the people who most need our support and our staff are as good with people as they are with technical knowhow.

The Green Doctor service is a practical solution, helping people to take control and to reduce their environmental impact at the same time. The service provides home visits and 1-2-1 advice which can help households use less energy, keep warm and save money!

We are currently recruiting for a Green Doctor Energy Adviser to work at our Wakefield and Leeds offices and from home. The position is full time (37 hours per week) working on a 6 month probationary contract made permanent following a successful training period. This post offers a salary of £20K - £24K dependant on experience.

The Green Doctor Adviser will support the delivery of the Green Doctor programme which aims to tackle fuel poverty issues and increase energy efficiency for vulnerable residents living in deprived communities across Yorkshire.



What difference will you make in the role?

- Identifying causes of heat loss in the home
- Helping identify and tackle damp or mould problems
- Offering useful tips for saving energy and water whilst ensuring homes stay safe and comfortable
- Installing small energy and water efficiency measures, such as draft excluders
- Supporting households to switch energy providers to save money
- Supporting households to access other support, such as emergency heating, government subsidies or grants, advice on energy or water debt
- Uphold, safeguard and promote Groundwork's values, philosophy relating to ethics, integrity, corporate social responsibility, equal opportunities and diversity
- Work as part of a team, attend team meetings and participate in staff training and development



Who will you 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 our Green Doctor Manager and work as part of Green Doctor team, working across Yorkshire.



What will your duties and responsibilities be?

- Deliver home energy assessments, telephone advice consultations and to offer additional support to vulnerable people including, the elderly, disabled, those on low incomes and families with young children.
- Complete and record all assessment details on our IT systems, 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
- 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
- Deliver detailed telephone advice when working from the office, and assist the administrator in booking in visits as calls come in.
- Advocate and liaise for householders with energy companies, Yorkshire 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 tools, material, equipment, vehicles and supporting administrative systems.
- Manage communication skills to tailor approach to different audiences if required, taking account of different perspectives, personalities, behaviours and cultures



For full details, please see the Job Description.

What skills and experience do you need to apply?



ESSENTIAL:

- You must have relevant qualifications in energy efficiency or renewable technology. As a minimum or be willing to work towards:

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.

- Experienced in a customer service role, with members of the public - face to face
- Practical experience in DIY
- Must hold a current full driver's license
- Strong inter-personal skills, and good presentation skills and report writing skills
- Ability to act as a champion of Groundwork's overall strategic aims, including a commitment to environmental initiatives.

- DESIRABLE:**
- Experienced in providing advice to the elderly or families with young children
 - Qualified and registered to delivery Energy Performance Certificates
 - Ability to work under pressure

What will we offer you...

- A competitive salary, currently from £20,000 to £24,000
- 37 hour working week
- Excellent holiday entitlement of 25 days rising to 29 days per annum, plus public holidays
- Family friendly policies to support work/life balance and time off in lieu for out of hours activities
- Business travel expenses.
- After probationary period, access to a range of benefits through Westfield Health
- A commitment to equality, diversity and inclusion which ensures everyone can make best use of their skills, free from discrimination or harassment
- 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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