

Groundwork in Cheshire, Lancashire and Merseyside.

Energy Advice Officer

Cheshire West and Chester

Salary: £22,444 - £24,776 (Currently under review)

Full-time but will consider part time, job share and flexible working

Based: Home or office based (Northwich) with home visits and community engagement within a local area.

36.25 hours per week, part time hours considered



Make a difference to lives and communities

We have an exciting opportunity to join our expanding team at Groundwork as an Energy Advice Officer supporting communities across Cheshire West and Chester.

Previous experience is beneficial but not essential. We're looking for a dynamic and dedicated team member who is passionate about making a difference.

As a home-based Energy Advice Officer your role will be to provide engaging energy advice in affordable warmth, energy efficiency and water efficiency to households across Cheshire West.

The role includes home visiting, telephone advice, community engagement and connecting with local organisations and wider fuel poverty initiatives across the area. You will champion the fuel poverty cause with local stakeholders and make a key contribution to the success of Groundwork's Green Doctor programme.

It is a unique and challenging role that gives you the chance to make a difference to people's lives every day.

How to apply

To request an application pack, please email: recruitment.clm@groundwork.org.uk or telephone 01942 821 444.

Alternatively, please visit the Careers section of our website: www.groundwork.org.uk and download, complete and return a Job Application and Equal Opportunities Monitoring Form. Please email your completed forms to recruitment.clm@groundwork.org.uk or send by post to Groundwork, 74-80 Hallgate, Wigan, WN1 1HP.

Closing Date: 5pm Friday 5th April 2024

Interviews: Week commencing 8th April 2024

March 2024

Job Description & Person Specification

Job Title:	Energy Advice Officer
Service:	Communities
Hours of work:	Full time 36.25 hours per week Part time considered, hours and days can be flexible to suit the successful applicant
Pattern of work:	Flexible start and end times to be agreed with line manager but within normal working hours
Office base:	Home working or Waterside House, Navigation Road, Northwich, Cheshire, CW8 1BE
Work locations:	Home but with travel across Cheshire where required
Salary:	£22,444 - £24,776 (Currently under review)
Reporting to:	Fuel Poverty and Climate Change Programme Manager
Responsible for:	N/A
Type of Contract:	Permanent
Benefits	Aviva Auto Enrolment Pension Scheme Annual Holidays of 25 days + Public Holidays Flexible working arrangements, depending on the needs of the role Car Mileage Allowance Employee Assistance Programme Regular supervision and support

Background

The Energy Advice Officer will carry out telephone and home consultations with residents across Cheshire West who may be experiencing fuel poverty. This will include advice on how they can reduce costs and how to improve the energy efficiency of their property.

This affordable warmth programme is called Green Doctor and is delivered as a free service to those in need. For more information about Groundwork and other Green Doctor projects see <https://www.groundwork.org.uk>

Scope of Role

This role requires a dynamic and dedicated person who can think on their feet, someone with a caring nature who is passionate about making a difference. The ideal candidate needs to be highly organised and adaptable as no two days will be the same.

The Energy Advice Officer will provide 1:1 support over the phone, in a community setting or in a client's home providing advice around reducing energy costs and making savings. This role will be the first point of contact for people with household energy concerns, energy debt or requiring support in increasing their property's energy efficiency. The role will build positive relationships with members of the local community and support them to improve their lives, reduce household worries and prevent illness due to residing in a cold property.

March 2024

We are looking for someone who can work well under pressure and be able to seek out resolutions to a person's concerns without judgement. An interest in domestic energy efficiency is advantageous but not essential as you will be trained and supported to develop your knowledge and skills. You must be comfortable with lone working and in managing your own workload.

This role requires a clear enhanced DBS check.

Main Duties & Responsibilities

1. Provide front-line 1:1 support to households experiencing or at risk of fuel poverty to help reduce energy costs and maximise energy efficiency by undertaking tariff reviews and advocating on behalf of our clients with energy companies. Support will be provided both over the phone, in outreach settings and in person within resident's homes.
2. To give advice on how to reduce energy use in the home and to fit low tech energy saving measures in people's homes including LED lightbulbs and radiator reflector panels.
3. To create and maintain excellent referral links with partner organisations across the region and to raise awareness of the project through a means of different marketing techniques.
4. To refer clients on to other organisations offering support in areas such as wider debt management, health and wellbeing and education.
5. To represent Groundwork's Green Doctor programme at community events across Cheshire demonstrating the importance of the project in tackling fuel poverty and maximising energy efficiency.
6. To be a reliable and enthusiastic member of our growing team and have the compassion, strength of character and personality to help some of the most vulnerable people in our communities.

Organisational Responsibilities

1. **Health & Safety** - All staff and volunteers have responsibility for ensuring that their working environment is healthy and safe and that staff and volunteers for whom they are responsible for, or working with, are not placed at risk. All staff and volunteers will be expected to familiarise themselves with and adhere to the current Health & Safety Policy.
2. **Equal Opportunities & Diversity** - Groundwork Cheshire Lancashire & Merseyside strives to be an equal opportunities employer and operates an Equal Opportunities policy. It also recognises the benefits that a diverse workforce brings to the organisation and welcomes this.
3. **Data Protection** - Groundwork Cheshire Lancashire & Merseyside endeavours to comply with the Data Protection Act 2018. It may be necessary to disclose personal data to funding bodies - where a role is funded externally - in order to comply with their funding requirements. If this applies to you we will inform you about what information is shared.
4. **Safeguarding** – Groundwork Cheshire Lancashire & Merseyside is committed to safeguarding and promoting the welfare of children and adults at risk. To achieve this commitment all recruitment is in line with safer recruitment processes and referees will be asked whether the applicant has been the subject of any safeguarding concerns. All staff and volunteers will be expected to familiarise themselves with and adhere to the current Safeguarding Policy. There is a continuous development, improvement and review of robust safeguarding processes and procedures that continuously promote a culture of vigilance in respect of safeguarding within our organisation.
5. **Personal Development** - All staff and volunteers will be expected to participate in a broad range of personal development activities in line with best practice and take responsibility for identifying own learning needs in order to fulfil the requirements of the role and support career progression.
6. **Corporate Training** - All staff and volunteers will be expected to attend and fully participate in the Trust's Corporate Training Programme.

Note:

This is a description of the job as it is currently envisaged at the date noted in the footer. It is the Trust's practice to review, from time to time, employee job descriptions and to revise them to ensure that they relate to the job that is being performed and/or to incorporate any changes being proposed. Any changes will be led by your line manager in consultation with you and any amendments will be approved by the relevant Service Director. You will have the opportunity, and are expected, to fully participate in such discussions. This job description is broad-based and is not intended to be an exhaustive list of all possible duties, as it is recognised that jobs may change over time. Should the duties change significantly, the post and salary level will be fully reviewed.

PERSON SPECIFICATION

Assessment Key: A (application form), I (interview), P (presentation), E (exercise), R (role play)

	Essential (E) Desirable (D)		Assessment Method
Education, Training & Qualifications			
GCSE Mathematics and English language grade C or above (or equivalent)	E		A
Full UK driving license	E		A
Nationally recognised qualification in Energy Efficiency such as City & Guilds Level 3 in Energy Awareness		D	A
Experience			
Experience of providing support in a 1:1 customer focused setting, preferably within the community	E		A / I
Experience of partnership working and connecting people to support agencies		D	A / I
Experience of dealing with complex issues on behalf of others and working out a resolution		D	A / I
Experience of managing multiple projects and meeting deadlines		D	A / I
Knowledge			
An understanding of the Green Doctor project and fuel poverty		D	I
Knowledge of the local area and common issues faced within the local community		D	I
An understanding of Data Protection and handling personal data in the office and whilst out in the community.		D	I
Skills and Abilities			
Highly organised and able to plan own work priorities	E		A / I
Good communication skills and ability to relate to people from a range of backgrounds.	E		I
Good level of numeracy, literacy and financial management skills	E		A / I
Ability to travel between home visits with access to own transport	E		A / I
Ability to lone work in people's homes and able to manage the associated risks effectively	E		A / I
Personal Qualities and Commitments			
Pro-active, self-motivated and confident	E		I
A caring and empathetic approach to others. A personable character with a desire to support vulnerable members of the community.	E		I
A problem solver with the ability to research the best solution to individual needs	E		I
Committed to personal development and willing to undertake training where required	E		I
Ambitious, flexible and able to deal with changing priorities	E		I

Note to applicant:

Should you have any questions about the assessment methods, please don't hesitate to contact HR on 01942 821444 who will be happy to answer any questions and/or address any special requirements.