



CHANGING PLACES  
CHANGING LIVES



GREEN  
DOCTOR



# GROUNDWORK NORTH EAST & CUMBRIA

## RECRUITMENT PACK

### HOME ENERGY ADVISOR (GREEN DOCTOR)

Groundwork North East & Cumbria | Charity Registration number 1017706

Unit 14 Parsons Court, Welbury Way, Aycliffe Business Park,  
Newton Aycliffe, DL5 6ZE

01388 662 666 | [hr.northeast@groundwork.org.uk](mailto:hr.northeast@groundwork.org.uk)  
[www.groundwork.org.uk](http://www.groundwork.org.uk)



Groundwork NE & Cumbria Candidate Pack



ISO 14001  
Registered

Environmental  
Management



Better Health  
at Work Award  
Maintaining Excellence

# The Groundwork Approach

The Groundwork movement began 40 years ago at a time of political, social and economic challenge as an experiment to help communities cope with change and work together to make their lives and neighbourhoods better. That experience and that spirit of enterprise and innovation have never been more needed than now. What drives us is the recognition that in every community – however disadvantaged – there are deep reserves of pride in the local area and people with the passion and ideas to improve their circumstances and surroundings. Groundwork NE & Cumbria exists to harness that pride and unlock that passion through services, projects and programmes that change people's lives now but also make our communities across our region more resilient for the future.



We know that many people face multiple challenges – living in isolation or with significant health issues in communities with few facilities and limited employment prospects. We work with partners to address these challenges in three ways: we create better places, we improve people's prospects, and we promote greener choices

Wherever and however we deliver, our approach will always be informed by our commitments:

- > **We will invest in the places and people that need us most**  
Prioritising our resources to bring about lasting change by building skills and capacity within the local communities where we can make most difference.
- > **We will work with local leaders and listen to local voices**  
Ensuring our work is shaped by those it is designed to benefit and adds value to the assets that exist in local areas.
- > **We will grow a culture of equity and inclusion**  
Operating transparently and with integrity and seeking out a diversity of viewpoints, both in the work we do and the people we employ.
- > **We will be committed to collaboration**  
Forging strong partnerships, contributing to a thriving community sector and helping others lead where this will achieve greater impact.
- > **We will act as environmental exemplars**  
Championing practical action to combat the climate and nature emergency and measuring and reducing our own environmental impact.



# Why our Work is Needed

We believe that working with local communities to build their resilience is vital in facing up to the challenges of a globalised economy and a changing climate. We know that the negative effects of climate change and environmental breakdown impact first and worst on those who have the least power in society, and who contribute least to the cause of the crisis. A 'just transition' to an inclusive, net-zero economy must tackle, rather than entrench, this inequality and provide a springboard for better work and healthier, happier lives in the places that need it most.

This means creating green jobs that build wealth in local communities, changing behaviour to reduce wasted food, energy and water, providing biodiverse, accessible green spaces, supporting businesses to be more responsible and empowering communities to lead activities that improve their quality of life and promote health and wellbeing.

The UK is one of the richest nations in the world yet many people in many communities face significant hardship

- > Continued reductions in public spending means there is a risk of greater social inequality and greater geographic disparity as services people rely on are cut
- > The neighbourhood services that enhance our quality of life – from youth clubs to parks – have felt the brunt of spending reductions.
- > As our economy and welfare system change, some people feel marginalised and vulnerable.
- > Environmental impacts – from flooding to energy price rises – impact disproportionately on those who have least protection.
- > Addressing these challenges requires new ideas and approaches, engaging communities and businesses and shaping new ways of delivering public services.

- ✓ **89%** of community groups say their work is needed more than ever, but more than half say it has got harder for them to operate in the last ten years
- ✓ **75%** of people say they feel unable to influence decisions about what happens in their local area.
- ✓ **Nearly half** of young people say they feel they don't belong to their neighbourhood.
- ✓ **2.69 million** people do not live within a ten minute walk of a green space. Those who are at greatest risk of poor physical and mental health are more likely to miss out on the benefits of green space.
- ✓ Around **half a million** young people were 'economically inactive' – not in learning or employment and not looking for work.
- ✓ **One in ten** households in England is experiencing fuel poverty, rising to almost one in five for ethnic minority households.
- ✓ **76%** of adults say they are concerned about climate change.
- ✓ **40%** of young people admit to feeling 'overwhelmed' by the climate crisis.
- ✓ **90%** of SMEs said being sustainable was important for their business but more than half said they were finding it difficult to take action.



# Working for Groundwork North East & Cumbria



## VALUES

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Our values inform what we do and how we do it.

We are **environmentally aware** and focused on **communities in need**.

We are **collaborative**, show **integrity** and strive for **quality** in everything we do.



## EQUALITY & DIVERSITY

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We are fully committed to eliminating discrimination and promoting equality and diversity in our workforce and employment practices, in the work we undertake, and in the provision of all our services.



## SAFEGUARDING

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We commit to doing everything we can to ensure the safety of those involved in our projects, programmes and services. Our safeguarding team ensures that our safeguarding policy and practices are rigorously implemented and continually reviewed and improved. Safeguarding is embedded in our organisational culture.



## SUSTAINABILITY

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Groundwork NE & Cumbria is committed to minimising its environmental impact and promoting positive environmental behaviour among its employees, service users, suppliers and partners. Our sustainable development policy sets out how we will manage our assets and activities in a way that's consistent with our values and demonstrates our commitment. Our OHSAS14001 accreditation supports our achievements.



# Who are we looking for?

The Green Doctor Advisor will support the delivery of the Green Doctor programme which aims to tackle fuel poverty and improve energy efficiency for vulnerable residents living in deprived communities across the North East & Cumbria. In this role, you will deliver a busy schedule of home visits, telephone advice and community events.

The Green Doctor service is a practical solution, helping people to take control of their bills and to reduce their environmental impact at the same time. In order to delivery energy advice effectively, Green Doctors need a combination of technical understanding, alongside communication and people skills.

Technical knowledge will be developed as part of training, including an understanding of energy bills, heating systems and heat loss in the home. However experience in a relevant area, a scientific background, or good numeracy skills will help here.

Having this technical knowledge is an important part of the role, but it is equally, if not more, important to be able to communicate advice on complex subjects to service users in a simple and effective way.

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 be passionate about helping people in poverty and in fuel poverty, and about offering energy advice to help vulnerable people keep warm over winter.





# What difference will you make in the role?

- > Along with all Groundwork employees you will be committed to our purpose, values and mission.
- > Helping people at the sharp end of the cost of living crisis and in fuel poverty
- > Deliver bespoke energy advice depending on an individual's situation and need.
- > Maintain and continuously develop energy advice knowledge.
- > Being compassionate open and friendly with people to achieve the right outcomes
- > Displaying inclusivity, fairness, experience and expertise to work with service users whilst understanding their individual needs
- > Act as a champion of Groundwork's overall strategic aims including a commitment to environment initiatives.



# Who will you be working for and with?

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

You will report to our GD coordinator, who is responsible for managing team of energy advisors to deliver our projects across the region . You will begin by working alongside existing members of staff to gain experience visiting the homes of service users and observing energy advice visits. On completion of training, you will then transition to delivery of visits.

## So, what will be on your to-do list?

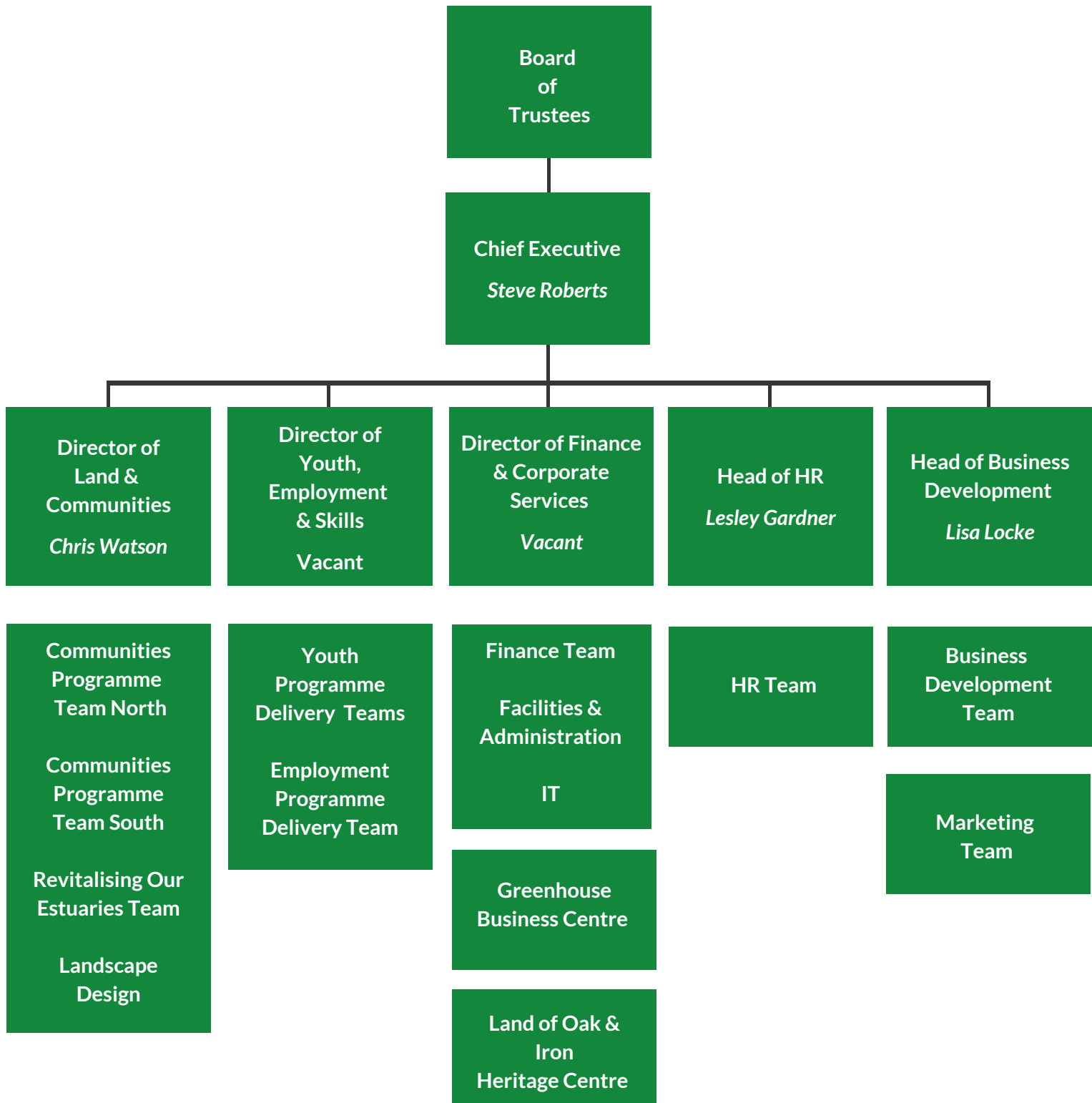
- > Deliver a schedule of home visits, telephone advice and community advice events for vulnerable residents to help reduce energy usage, save money and stay warm. Ensure all appointments, events and commitments are attended on time, and service users or partner organisations are informed in a timely manner if this isn't possible.
- > Complete and record all customer contact and assessment information on a database, ensuring accurate and detailed records are ready to be reported by the Trust to funders.
- > Demonstrate excellent customer service skills and a friendly and positive attitude to all clients. Adapt your communication style as appropriate to tailor to a broad range of audiences, cultures and perspectives.
- > Maintain a good awareness of our partner networks to ensure we are referring service users to other appropriate organisations and schemes which can assist with their needs.
- > Keep up to date with changes in energy advice and the energy market through relevant news articles or internal communications to ensure your advice and practice is effective and informed.
- > Advocate and liaise for householders with appropriate third parties to ensure customers receive the best possible deal for their requirements.
- > Deliver general promotion of the project, including attending or presenting at events and workshops in the community both face to face and virtually.



- > Where appropriate, install basic energy saving measures within the home as necessary, such LED light bulbs, draught excluders, and setting heating controls
- > To ensure the proper use and good order of tools, material, equipment, vehicles and supporting administrative systems
- > Ability to work independently to previously agreed goals and targets with a minimum of level of supervision



# Our Groundwork Team





## Role Details

- > £24,735 - £27,338 per annum
- > Full Time available
- > Sunderland



## What will we offer you...

- > Excellent holiday entitlement of 25 days, rising to 27 days per annum plus public holidays
- > Family friendly policies to support work/life balance time off in lieu for out of hours activities
- > 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
- > Business travel expenses
- > Occupational sick pay scheme
- > Staff life insurance scheme
- > Better health at work activities
- > Access to a Cycle To Work Scheme





## How 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 returned via email to:**

**Email:** HR.NorthEast@groundwork.org.uk

*For people who are unable to access email to submit their application you can post a copy to us at:*

**Post:** Human Resources, Groundwork NE & Cumbria,  
Unit 14 Parsons Court,  
Welbury Way,  
Aycliffe Business Park,  
Newton Aycliffe, DL5 6ZE

**Tel:** 01388 662666



Groundwork NE & Cumbria  
@GWKNE





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**CHANGING LIVES**

*Groundwork NE & Cumbria strive to have a diverse and inclusive workforce that is representative of the communities we serve. We want you to be yourself at Groundwork and we value everything that makes you unique. We recognise and celebrate your difference and together we make Groundwork a special and great place to work. As a Disability Confident employer we offer a guaranteed interview to applicants with a disability who meet the essential criteria for the role.*

*At Groundwork we ensure that we provide a safe environment for adults, children and young people to take part in any activity or service that we organise. We are committed to creating a culture that promotes safeguarding and the welfare of all children, young people and adults at risk. Our safer recruitment practices support this by ensuring that there is a consistent and comprehensive process of obtaining, collating, analysing and evaluating information from and about candidates to ensure that all the people we appoint are suitable to work with our children, young people and adults.*

## **Join our team**

# **Groundwork NE & Cumbria**

**[www.groundwork.org.uk](http://www.groundwork.org.uk)**



**@GWKNE**