

GROUNDWORK

CHANGING PLACES
CHANGING LIVES



JOB DESCRIPTION

JOB TITLE:	Home Energy Advisor (Green Doctor)
SALARY:	£24,735 - £27,338 per annum
HOURS:	Full Time – 37 hours per week
REPORTS TO:	Greener Living Coordinator
PRIORITY CONTACTS:	Local Authority, Community Groups, Health Providers, Housing Organisations, Residents and Householders
LOCATION:	Sunderland

JOB SUMMARY

Our Home Energy Advisor will support those in need across the region. 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, healthier 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 as we will provide full in-job training for the successful candidates.

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 appropriate systems, 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 wider partner networks to ensure we can refer 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.