###### Groundwork London Job Description

**Job Title: Senior Green Doctor**

**Responsible to:**  Team Manager

**Responsible for**: Green Doctor

**Location:** Across Groundwork London offices, premises & sites

**Job Background:**

Groundwork London Green Doctor projects work with Local Authorities, Housing Associations and other clients. They work on a variety of projects delivering energy & efficiency advice sessions across London mainly to vulnerable residents for whom a simple call or visit can make a significant impact. These advice sessions are a mixture of home visits, telephone support and attending local community events. Alongside this, we provide free energy saving measures, giving advice and guidance, as well as referring residents on to further services and agencies for wider energy saving and wellbeing support.

This role will undertake a schedule of home visit, phone appointments and community events and manage a team of Green Doctors who will also be supporting vulnerable residents across London.

###### Main Objectives

* Manage a team of new and experienced energy advisors
* Ensure the team are on track to deliver an excellent service, achieve their targets and meet project KPIs
* Provide help and support to vulnerable residents across London via home visits and / or telephone consultations
* Attend community events to promote our services

###### Key Tasks and Responsibilities

* Supporting team members to achieve their professional goals
* Report to the Team Manager with updates on the team’s performance
* Supporting the client managers with analysing data and trends
* Have regular 121’s with the team, supporting their development and ensuring performance is of a high standard
* Support Green Doctors daily with any practical issues that arise in delivering visits
* Keep up to date with Groundwork policies to ensure smooth running of the team
* Provide training to your team to improve their knowledge and skill set
* Take ownership of any complaints that are received
* Help manage our stock of energy efficiency measures
* Report and help to manage any complaints that are received
* Report feedback from residents to the Client Manager and Team Manager in a professional manner

## **Other Responsibilities**

* Work with due regard for Groundwork’s core values and objectives.
* Some weekend work may be required wherein you will be helping residents at events with their energy concerns
* Ensure compliance with Groundwork London’s policies in relation to health and safety, equal opportunities, safeguarding, working with young people and volunteers.
* Undertake any other related responsibilities commensurate with the evolving objectives of the post and the evolution of the Trust, as may reasonably be requested by the Director.
* All staff, the Board and volunteers will actively support, in their daily operations and duties, Groundwork London’s Environmental Management System

**Personal & Professional Development**

* Participate in the Groundwork London Performance Management and Appraisal process, and agree short, medium and long-term goals with line manager, and with direct line staff.
* Identify learning and development needs with line manager and evaluate T&D to demonstrate needs have been met.
* Share best practice and achievements, and actively seek opportunities to present outcomes and case studies.
* Contribute to the learning of others across the organisation by sharing knowledge and skills both informally and formally by participating in the trust’s training and development programme

**June 2025**

HR ref: 1263/SGD

**Person Specification – Senior Green Doctor**

**Note to Applicant:** When completing your application form, you should demonstrate/evidence of your experience, knowledge, skills & education in your application based on these criteria for the post. The grid also show at which stage of application and interview these are scored.

| **Criteria** | | **Essential or Desirable** | **Application form** | **Interview** | **Task or**  **Portfolio** | **Certificates or Qualifications** |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | City and Guilds Energy Awareness (6281-01) previously known as the 6176 Energy Awareness or equivalent qualification (Domestic Energy Assessor/NVQ Level 3) | **D** | **✓** |  |  | **✓** |
| 2 | Good communication skills and the ability to speak with and relate to a wide customer base, tailoring messages to the customer needs | **E** | **✓** | **✓** |  |  |
| 3 | Relevant practical experience of manual trades or home repair and a good knowledge of home maintenance | **D** | **✓** | **✓** |  |  |
| 4 | A compassionate and understanding manner | **E** | **✓** | **✓** |  |  |
| 5 | Knowledge of energy efficiency and home energy products and the ability to provide advice in relation to them | **E** | **✓** | **✓** |  |  |
| 6 | Good understanding and knowledge of wider environmental issues | **D** | **✓** | **✓** |  |  |
| 7 | Experience of managing own workload | **E** | **✓** | **✓** |  |  |
| 8 | Experience of working with a range of agencies | **E** | **✓** | **✓** |  |  |
| 9 | Ability to utilize MS Corporate Software applications e.g. Word and Excel | **E** | **✓** | **✓** |  |  |
| 10 | Ability to use Customer Management Systems e.g. Salesforce | **E** | **✓** | **✓** |  |  |
| 11 | A knowledge of issues relating to the effects of cold weather on health and wellbeing | **D** | **✓** | **✓** |  |  |
| 12 | Experience of managing a booking system, team diary or equivalent | **E** | **✓** | **✓** |  |  |
| 13 | Managing a team, hitting KPI’s, providing support and conducting regular 121’s | **E** | **✓** | **✓** |  |  |
| 14 | A practical outlook and can do attitude | **E** | **✓** | **✓** |  |  |
| 15 | A commitment and understanding of Groundwork London’s equity, diversity and inclusion in practice | **E** | **✓** | **✓** |  |  |
| 16 | Satisfactory Driving license check; at a level to drive a van | **E** | **✓** | **✓** |  |  |
| 17 | Experience with non-domestic properties and energy efficiency or qualified non-domestic energy assessor | **D** | **✓** | **✓** |  |  |