###### groundwork logo green on whiteGroundwork London Job Description

Job Title: Smarter Home Visit Advisor (SHVA)

Water Efficiency Project

**Responsible to:** **Area Manager**

Responsible for: N/A

Location: Pan Greater London and South

## Job Background:

Groundwork London employs teams of SHVAs to deliver water efficiency visits across Greater London and South for a range of Water providers to reduce water usage and prevent water scarcity for customers.

## Main Objectives:

* Working with other SHVAs and support staff the SHVA will ensure that the project meets all the client’s requirements; these are delivered on time, within budget and to agreed quality standards within the agreed administrative and financial frameworks. Specific targets for the post-holder will be agreed for this project.
* Liaise with residents on a day-to-day basis and build good working relationships with them.
* Undertake monitoring information and reporting requirements.
* Undertake home visits to install simple and effective measures to help residents to reduce their water consumption and to save money.
* Provide advice to residents and encourage them to further reduce their water consumption, and make cost savings by making changes to their behaviour.

## Key Tasks & Responsibilities:

* Liaise with and develop good working relationships with project partners and colleagues.
* Liaise with other Groundwork Staff delivering similar or complementary services for residents.
* Work with the marketing and development teams to publicise the programme.
* Generate and respond to referrals and to carry out home visits.
* Carry out a water efficiency survey in each home visited using I-Pad and bespoke software to collect data about the property and household.
* Install a range of basic water saving measures during home visits.
* Provide effective support, both advisory and practical, to enable people to make positive changes to their behaviour and to improve the quality of their lives through water savings.
* Assist residents to access other relevant services and agencies.
* Attend relevant team meetings / Training surgeries to raise awareness of the programme.
* Report to the Area Manager as required and provide appropriate monitoring and evaluation data.
* Update Groundwork London’s timesheets and other key documents at agreed intervals.
* Utilise the programme’s vehicle in accordance with the Groundwork London Trust Vehicles Usage Policy and Booking Procedures.
* Undertake administrative duties commensurate with the role.
* Work flexibly within 37½ hours per week to accommodate customer visits between 8.00am to 7.00pm, Mon to Fri.

## Other Responsibilities

* + Undertake any other related responsibilities commensurate with the evolving objectives of the post and the evolution of the Trust, as may reasonably be requested.
* Work with due regard for Groundwork’s core values and objectives.
* Ensure the effective implementation of and adherence to, the Trust’s Equality, Diversity, and Inclusion policies and Health and Safety policies and procedures.
	+ All staff, the Board and volunteers will actively support, in their daily operations and duties, Groundwork London’s Environmental Management System.

## Personal and Professional Development

* Participate in the Groundwork London Performance Management and Appraisal process, and agree short, medium and long term goals with line manager, and direct line staff.
* Identify learning and development needs with line manager and evaluate Training & Development 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 2023 HR: 201/1127**

**Person Specification – Smarter Home Visit Advisor (SHVA)**

**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.

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| **Person Specification Criteria** | **Essential or Desirable** | **Application Form** | **Interview** | **Practical Exercise Test** | **Certificates****qualifications** |
| **Experience,****Knowledge & skills/other requirements** | 1 | Good communication skills and ability to speak and relate to a wide customer base, tailoring messages to the audience | E | **✓** | **✓** | **✓** | **✓** |
| 2 | Relevant practical experience of manual trades or home repair and a good knowledge of home maintenance | E | **✓** | **✓** |  |  |
| 3 | Ability to find practical solutions to problems | E | **✓** | **✓** |  |  |
| 4 | Knowledge of water efficiency and home energy products and giving advice in relation to them | E | **✓** | **✓** |  |  |
| 5 | Experience of project management and managing own workload | E | **✓** | **✓** |  |  |
| 6 | Knowledge of health and safety issues | E | **✓** | **✓** |  |  |
| 7 | A practical outlook and can do attitude | E | **✓** |  |  |  |
| 8 | Good knowledge of wider environmental issues | D | **✓** | **✓** |  |  |
| 9 | Water Efficiency training/qualification and/or domestic energy efficiency training/qualification. For the right candidates on the job training will be provided.  | D | **✓** | **✓** |  |  |
| 10 | Experience of using Word and Excel and Thames Water bespoke software and to effectively use other technology i.e. I-Pad | E | **✓** | **✓** |  |  |
| 11 | A commitment to diversity, equality and inclusion in practice. | E | **✓** | **✓** |  |  |
| 12 | Full driving licence with suitable status to be insured by Groundwork London | E | **✓** |  |  | **✓** |
| 13 | Willingness to undertake weekend work as required | E | **✓** | **✓** |  |  |

**Appointment to this role will be subject to suitable DBS clearance by the disclosure and barring service**