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

###### Job Title: Green Doctor – Energy Advisor

###### Responsible to: Senior Green Doctor

Responsible for: n/a

Location: Groundwork London Offices/Remote working across Greater London

# Job Background:

Groundwork London Green Doctors work on a variety of projects delivering home energy efficiency advice sessions across London mainly to vulnerable residents for whom a visit can make a significant impact. These advice sessions are a mixture of home visits, telephone support and in community advice session and involve installing low-cost measures, providing advice and guidance, and referring residents on to further services and agencies for wider energy saving and wellbeing support.

The Green Doctor projects work with Local Authorities, Housing Associations and other clients.

# Main Objectives & Responsibilities:

* Undertake a schedule of home visits, telephone support and community-based advice sessions to support residents in reducing their carbon emissions and to save money by lowering the level of consumption and cost of energy.
* Install a range of basic energy efficiency measures during home visits, such as installing energy saving light bulbs, setting the boiler and installing radiator panels.
* 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; record actions and highlight the importance of keeping warm to the health and wellbeing of residents.
* Assist residents to access other relevant and complementary services and agencies, liaising with other agencies to assist residents to access funding and support to deliver larger energy efficiency measures.
* Liaise with residents on a day-to-day basis in a professional and friendly manner and build good working relationships with them.
* Book and schedule visits and respond to referrals from funders in a timely manner.
* Undertake monitoring information and reporting requirements as required by the Trust and funders.
* Work with other Green Doctors to ensure projects meet all the funders’ requirements, 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 with the partners and funders of the project.
* Run events or energy surgeries to raise awareness of the programme in local communities.
* Deliver outreach activities to generate referrals e.g. door-knocking, events, road shows etc.
* Undertake the training and management of volunteers.

# Other Responsibilities

* Liaise with other Groundwork Staff and partners delivering similar or complementary services for residents.
* Work with the marketing and development teams to publicise the programme and to identify further funding.
* Attend regular programme training and team meetings.
* Report to the team manager and client managers as required.
* Update Groundwork London’s timesheets and other key documents at agreed intervals.
* Use the programme’s vehicle in accordance with Groundwork London’s Vehicles Policy and Procedures and established Booking Procedures.
* Undertake administrative duties commensurate with the role.
* 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 Directors.
* Work with due regard for Groundwork’s core values and objectives.
* Ensure the effective implementation of and adherence to the Trust’s Diversity, Equal Opportunities 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 (EMS) and carbon reduction plan.

# 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 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.

**Aug 25**

HR Select ID: multi

**Person Specification – 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 shows at which stage of application and interview these are scored.

| **Criteria** | **Essential or Desirable** | **Application form** | **Interview** | **Task or****Portfolio** | **Certificates or Qualifications** |
| --- | --- | --- | --- | --- | --- |
| 1 | Domestic Energy Assessor (DEA) or NVQ Level 3 (6049-03) Provide Energy Efficiency Services or equivalent | D | **✓** |  |  | **✓** |
| 2 | City and Guilds Energy Awareness (6281-01) previously known as the 6176 Energy Awareness or equivalent  | D | **✓** |  |  | **✓** |
| 3 | Good communication skills and the ability to speak with and relate to a wide customer base, tailoring messages to the customer needs | E | **✓** | **✓** |  |  |
| 4 | Relevant practical experience of manual trades or home repair and a good knowledge of home maintenance | E | **✓** | **✓** |  |  |
| 5 | A compassionate and understanding manner  | E | **✓** | **✓** |  |  |
| 6 | Knowledge of energy efficiency and home energy products and the ability to provide advice in relation to them | E | **✓** | **✓** |  |  |
| 7 | Good understanding and knowledge of wider environmental issues | D | **✓** | **✓** |  |  |
| 8 | Experience of managing own workload | E | **✓** | **✓** |  |  |
| 9 | Experience of working with a range of agencies | E | **✓** | **✓** |  |  |
| 10 | Knowledge of health and safety issues | E | **✓** | **✓** |  |  |
| 11 | Ability to utilize MS Office 365 applications e.g. Word and Excel | E | **✓** |  | **✓** |  |
| 12 | Experience of tailoring and delivering training sessions | D | **✓** | **✓** |  |  |
| 13 | A knowledge of issues relating to the effects of cold weather on health and wellbeing | D | **✓** | **✓** |  |  |
| 14 | Experience training and managing volunteers | D | **✓** | **✓** |  |  |
| 15 | A practical outlook and can-do attitude | E | **✓** | **✓** |  |  |
| 16 | Commitment to Groundwork London’s Equity, Diversity and inclusion in practice in the workplace and across communities | E | **✓** | **✓** |  |  |
| 17 | Full clean driving license | E | **✓** |  |  | **✓** |

**Appointment to this role is subject to a Basic Criminal Records check through the Disclosure and Barring Service (DBS).**