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**Groundwork London Job Description**

**Job Title: Telephone Advisor – Green Doctor**

**Responsible to:** Senior Programme Support Officer

**Responsible for:** N/A

**Location:** Hybrid – 3 days a week from Groundwork London Offices

## Job background:

The Green Doctors Programme partners with Local Authorities, Housing Associations, and other stakeholders to deliver expert energy-efficiency advice and practical measures across London. The focus of the programme is to support vulnerable residents, for whom even a simple advisory call can lead to meaningful improvements in wellbeing and energy savings. The approach combines home visits, phone consultations and community sessions in offering tailored advice, hands-on help and links to further energy and wellbeing agencies and services.

As a Telephone Advisor, you will be the first point of contact for residents referred to our service. Your role is vital in ensuring clients receive timely, friendly, and effective advice in getting the right kind of support for their energy needs. You will manage the Green Doctor’s appointments, provide advice, and support both clients and the Green Doctors to deliver a customer-focused service. In addition, you will provide energy savings advice to residents on Ealing Healthy Homes Programme.

## Main objectives:

* Act as the first point of contact for client enquiries, managing and responding to incoming calls via both the Ealing Healthy Homes helpline and the General Green Doctors enquiry line.
* Provide basic ‘light touch’ advice over the phone at the point of incoming calls, via the Ealing Healthy Homes line.
* Record incoming and outbound call data related to enquiries in our CRM system.

## Key tasks and responsibilities:

* Manage all incoming enquiries through calls, voicemails, missed calls and the Green Doctors inbox.
* Contact all referred clients by phone and email to book appointments.
* Ensure accurate recording of all client interactions and actions taken on the booking system.
* Liaise with Green Doctors on the team regarding any client queries regarding their appointments.
* Ensure clients and Green Doctors are fully informed and supported throughout the booking process
* Manage diaries of Green Doctors to ensure efficient daily scheduling
* Maximise appointment availability and ensure full utilisation of team resources
* Collaborate with the wider team on internal processes actively and professionally
* Build positive relationships with residents through consistent, respectful communication; maintain a courteous and helpful tone in all client interactions and deliver a high standard customer service.
* Provide basic energy savings advice via Ealing Healthy Homes line and refer clients to larger measures grants, where appropriate
* Assist residents to access other relevant and complementary services and agencies, where needed.
* Support the Operations Manager and Senior Project Officers in using database information to prepare regular feedback and analysis reports for funders, fundraising applications and other requirements

## Other Responsibilities

* Attend in person or online events to raise awareness of the program in local communities
* 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 Manager. This may include occasional evening or weekend work, agreed in advance, in support of our projects and programmes
* 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, Health and Safety, and Data Security and Protection policies and procedures and reporting lines in the event of any concerns
* 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

**HR ID: 201/1273**

**Aug 2025**

**Person Specification – Telephone Advisor 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 | Domestic Energy Assessor (DEA), NVQ Level 3 (6049-03) Provide Energy Efficiency Services, City and Guilds Energy Awareness (6281-01) previously known as the 6176 Energy Awareness or equivalent professional experience in the field of energy efficiency advice | **D** | **✓** |  |  | **✓** |
| 2 | Knowledge of energy efficiency issues and fuel poverty. | **E** | **✓** | **✓** |  |  |
| 3 | Good understanding and knowledge of wider environmental issues | **D** | **✓** | **✓** |  |  |
| 4 | Excellent telephone manner and interpersonal skills | **E** | **✓** | **✓** |  |  |
| 5 | Empathy and a genuine desire to help vulnerable clients | **E** | **✓** | **✓** |  |  |
| 6 | A practical outlook and can-do attitude | **E** | **✓** | **✓** |  |  |
| 7 | Strong organisational and time management abilities | **E** | **✓** | **✓** |  |  |
| 8 | Ability to work independently and as part of a team | **E** | **✓** | **✓** |  |  |
| 9 | Ability to use CRMs, scheduling systems and Microsoft Office 365 applications | **E** | **✓** | **✓** |  |  |
| 10 | Experience in customer service or call handling roles | **D** | **✓** | **✓** |  |  |
| 11 | Experience in working with vulnerable or diverse communities | **D** | **✓** | **✓** |  |  |
| 12 | Experience in training staff / volunteers | **D** | **✓** | **✓** |  |  |
| 13 | A commitment to equal opportunities | **E** | **✓** | **✓** |  |  |