



JOB DESCRIPTION

Job Title:	Field Advisor (Wessex Water Home Check Advisor)
Responsible to:	Area Manager
Operational Area:	Wessex Water area
Location:	Delivery across the Wessex Water area / <i>Based Dorset, Somerset, and Bristol as well as most of Wiltshire and parts of Gloucestershire and Hampshire.</i>
Date:	May 2026

JOB SUMMARY

Groundwork South employs teams of Home Water Check Advisors to deliver water efficiency visits across the Wessex Water areas with the aim of raising public awareness, saving water, capturing customer water usage data and reporting leakage.

Main Duties

- Liaise with residents on a day-to-day basis and build good working relationships with them.
- 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.
- To achieve and deliver agreed targets requested by the client

KEY TASKS & RESPONSIBILITIES

- Liaise with other Groundwork Staff delivering similar or complementary services for residents.
 - 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.
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- 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 to raise awareness of the programme.
- Report to the Area Manager/Team Leader as required and provide appropriate monitoring and evaluation data.
- Update Groundwork South's timesheets and other key documents at agreed intervals.
- Utilise the programme's vehicle in accordance with the Groundwork South Trust Vehicles Usage Policy and Booking Procedures.
- Undertake administrative duties corresponding to the role.
- Work flexibly within 37½ hours per week to accommodate customer visits between 8.00am to 7.00pm, including Saturdays.

KEY AREA: SAFEGUARDING CHILDREN & ADULTS AT RISK

Groundwork South is committed to safeguarding a promoting the welfare of children and adults at risk. It is the responsibility of each employee to familiarise themselves and comply with the organisation's procedures and systems on safeguarding children and adults at risk. Primary responsibilities are:

- To adhere to the Safeguarding Policy and Procedures.
- To adhere to the Safer Recruitment Policy & Procedure.
- To report any safeguarding incidents or concerns immediately to your Designated Safeguarding Officer or Lead Designated Safeguarding Officer.
- To complete any Safeguarding Awareness training as required by Groundwork South.
- If required for your post, undertake an enhanced DBS check and maintain annual membership through the update service.

KEY AREA: CUSTOMER SERVICE

Actively assist with customer service taking a lead in day to day operations to ensure that exemplary customer service is delivered with residents, tenants and leaseholders and clients.

KEY AREA: QUALITY

Focus on customer satisfaction and deliver a quality service to the agreed standards

KEY AREA: HEALTH & SAFETY

Groundwork South is committed to ensuring the health, safety and welfare of its employees and it will, so far as is reasonably practicable, establish procedures and systems necessary to implement this commitment and to comply with its statutory obligations on health and safety. It is the responsibility of each employee to familiarise themselves and comply with the organisation's procedures and systems on health and safety. Primary responsibilities are:

- To report all Health & Safety occurrences including potential hazards to line manager
 - To comply with Groundwork South Health & Safety Policy and Regulations
 - To carry out routine checks on vehicles, equipment and machinery and report any defects to line manager
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- Use, store and maintain tools and equipment in line with Health and Safety best practice

ADDITIONAL RESPONSIBILITIES

- Adhere to all the policies and procedures of the organisation.
- Contribute to the Trust's work in maintaining existing and achieving future accreditations and standards.
- Commit to Continual Professional Development and undertake any training and development deemed necessary to fulfil criteria of post.
- Any other duties commensurate with the level of the post.

GROUNDWORK SOUTH VALUES

All employees of Groundwork South are required to understand and contribute to the organisation's values. Groundwork South is committed to transforming people's lives and places through social, economic and environmental action. In terms of development and delivery of these projects we work across three business themes, Communities & Landscape Design Services, Youth, Employment & Skills and Environmental Services and we successfully deliver these projects by adopting a clear set of values:

- Passion
 - Commitment
 - Empathy
 - Professionalism
 - Innovation
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Factor	Criteria	Essential	Desirable
Knowledge	Green Deal Advisor (GDA) or Domestic Energy Assessor (DEA) or NVQ Level 3 (6049, 6176 or 6068) or equivalent.		✓
Experience	Good communication skills and ability to speak and relate to a wide customer base, tailoring messages to the audience	✓	
	Relevant practical experience of manual trades or home repair and a good knowledge of home maintenance	✓	
	Ability to find practical solutions to problems	✓	
Skills:	Knowledge of water efficiency and home energy products and giving advice in relation to them	✓	
	Good knowledge of wider environmental issues.	✓	
	Experience of project management and managing own workload.	✓	
Abilities	Experience of working with a range of agencies.	✓	
	Knowledge of health and safety issues.	✓	
	Experience of using Word and Excel and bespoke software and to effectively use other technology i.e. i-Pad.	✓	
	A practical outlook and can do attitude.	✓	
	A commitment to equal opportunities.	✓	
Special Requirements	Able to work outside normal working hours i.e. occasional evenings and Saturdays. The Trust has a Time Off In Lieu system in place.		
	Full Clean UK driving licence, you will be provided with a work vehicle which must be driven in accordance with company policy.		
	This role is subject to the appropriate level of Criminal Records Check via the DBS based on the eligibility criteria and contract requirements'.		

TERMS AND CONDITIONS

Salary	£27,000 per annum
Contract	Fixed Term Contract – 31 st March 2027
Hours of work	37.5 per week Monday – Friday. Staff will be expected to work flexibly in order to respond to client’s requirements. Two Saturdays a month paid in lieu, shift patterns 8am,9am,10am to last appointment 3pm, 4pm, 5pm. 1 Late shift a week 11am to last appointment at 6pm. Groundwork South does not pay overtime payments, any additional hours or weekend/evening work will be compensated with time off in lieu.
Place of work	Your normal place of work will be Wessex Water Area. You may be required to travel on Groundwork’s business to carry out your duties at other locations as may be required for the proper performance of your duties.
Holidays	25 days per annum plus English Bank Holidays. A pro rata entitlement is calculated for part time workers in each holiday year (which runs from the 1 st January to 31 st December).
Pension	Groundwork will comply with the employer pension duties in respect of the worker in accordance with Part 1 of the Pensions Act 2008 in relation to the Groundwork Pension Scheme. Employee contributions are made by salary sacrifice.
Benefits	<p>The following discretionary benefits are available to staff:</p> <p>Health Cash Plan A Company sponsored healthcare cash plan, which enables you to claim 100% refund on healthcare bills (subject to the maximum claim levels) including dental, optical, chiropody, specialist consultation fees, physiotherapy and osteopathy. Dependant children are covered free up the age of 24.</p> <p>Employee Assistance Programme Fully comprehensive EAP which includes mental health helpline and face to face counselling.</p> <p>Cycle to Work Scheme This salary sacrifice scheme enables employees to apply for a loan of up to £1,000, 0% interest over a period of 12 months to purchase a bike, meaning you can save up to 42% through lower tax and NI contributions.</p>
TOIL	TOIL – Time Off In Lieu - Although there is no overtime paid by the Trust; the Trust has a Time Off In Lieu system in place. TOIL is normally time spent at weekend and evening events/meetings or extra work as requested by your line manager.
DBS Pre-Employment Check	This post will be subject to a basic DBS check.
References	Employment to this post will be subject to receiving two satisfactory references. We reserve the right to approach any previous employers

	quoted to obtain a reference if deemed necessary.
Proof of Eligibility of right to work in the UK	Evidence must be provided to comply with the Immigration, Asylum and Nationality Act 2006.
Training	Undertake any training and development deemed necessary for the pursuance of the post, as identified through the induction and supported through our appraisal process.

The above job description is a guide to the work you may be required to undertake but does not form part of your contract. The above job description is a guide to the tasks you may be required to undertake and may change from time to time to reflect changing assignments.

I have read and agree that this job description and person specification accurately defines the role.

Signed

Printed

Date