



JOB DESCRIPTION

Groundwork Yorkshire

JOB TITLE:	Business Engagement Officer
REPORTS TO:	Retrofit Manager
LOCATION:	Leeds/ Bradford/ Calderdale/ Kirklees/ Wakefield West Yorkshire Combined Authority region
SALARY:	25,500 - 28,000 pa initially fixed term with potential to be extended.

PURPOSE OF JOB

Groundwork is leading on engagement of communities across West Yorkshire to promote the Home Energy West Yorkshire scheme – and raise awareness of the benefits of Retrofitting properties.

Groundwork are recruiting a Business Engagement Officer to lead on the engagement of large and medium sized businesses to promote the retrofit offer to staff.

The role will be based locally, with home working an option though you will be required to attend our office in Morley regularly for team meetings and will also involve being out in the community meeting business and supporting the wider engagement team with events.

The Officer will develop campaign plans to engage businesses, develop and deliver online sessions and assist in delivering a programme of information events across the district.

You will also be trained as a retrofit advisor who are among the first to be engaged when new work begins. The role will also work alongside our Retrofit Assessors and Coordinators to assist with household communication throughout schemes being delivered.

This job is mainly about communication, keeping residents engaged, minimising disruption & referrals into the rest of the consortium offerings. In short, they are the eyes and ears on the ground.

Retrofit Advisors will also ensure that anyone who is suffering from fuel poverty is also referred into our Green Doctor energy advice programme for fuel debt advice and support.

Groundwork's Retrofit team is continually expanding and while this is a fixed term role there is potential for it to be extended or for you to develop your skills into being a Retrofit Assessor and progressing in the team.

DUTIES AND RESPONSIBILITIES

1. Develop and deliver an engagement plan to reach large and medium sized businesses across the 5 local authority areas.
2. Develop relationships with the key employment and business leads within the local authority areas to gain their business contacts and link in with their engagement and marketing plans.
3. Develop a programme of information events throughout the year across to help raise awareness of what Retrofit means, what's involved and how people can access further information.
4. Deliver in home light touch retrofit surveys and explain these surveys to residents.
5. Use the services offered by the full consortium partnership to ensure retrofit targets are met.
6. Work alongside the Local Authority Energy/ Climate Change teams to develop marketing materials appropriate to the local area.
7. Develop and maintain strong working relationships with key organisations and community leaders across the area to help promote information.
8. Work as part of the Groundwork Retrofit team to help promote our work, ensure that there is information sharing and consistency in delivery across the 5 local authority area.
9. Ensure all homes which are eligible are referred into the wider Green Doctor service for support on fuel issues.
10. Ensure you maintain a good understanding of all aspects of domestic heating systems, insulation within the funded work and able to pay industry and remain experienced with all documentation and compliance paperwork.
11. Use the dedicated CRM and homewise tool to record all outcomes with the client.
12. Demonstrate good customer service skills and a friendly and positive attitude to all clients.
13. Maintain a good awareness of our partner networks to ensure we are referring people out of our service to others which can assist with their needs
14. Manage own time and diary appropriately.
15. Manage communication skills to tailor approach to different audiences if required, taking account of different perspectives, personalities, behaviours and cultures.
16. Complete accurate administrative duties such as data inputting, and completing relevant paperwork, and ensure these are completed to a high standard.

17. Deal with general enquiries about the Green Doctor project as necessary.
18. Work to previously agreed goals and targets with a minimum of supervision
19. Play an active role in the team and actively promote a positive image of Groundwork and representing Groundwork as required at meetings
20. To comply with Groundwork's' Health & Safety, Equal Opportunities, Safeguarding and GDPR policies at all times.
21. Any other reasonable duties as required by the Trust or line manager.
22. Work with commercial partners and large workplaces to maximise project reach.

Some out of hours work (evening or weekend) work may be required.

PERSON SPECIFICATION

Groundwork

Qualifications and Knowledge	Essential/ Desirable
Level 3 Domestic Retrofit Advice Course or willingness to undertake this within the first 3 months of the role.	E
SKILLS and EXPERIENCE	
Experience of running community events/ activities	E
Strong motivation and a determination to provide an excellent service to all customers and to meet or exceed all objectives.	E
Experience talking to businesses to sell services	E
Experience delivering online meetings/ presentations	D
Experienced in a customer service role, with members of the public - face to face and telephone	E
Experienced in providing advice to the elderly or families with young children	D
Experienced in project management	D
Highly developed communication skills both written and oral, including presentation abilities.	E
High ability to plan, prioritise and organise own workload.	E
Excellent team player with ability to work effectively within a multi-disciplinary team.	E
Self-confident and able to work under pressure using own initiative.	E
Full driving license and confident driving across West Yorkshire	E
VALUES	
Ability to act as a champion of Groundwork's overall strategic aims, including a commitment to environmental initiatives.	E
Commitment to equality and diversity.	E
Strong motivation and a determination to provide an excellent service to all customers and to meet or exceed all objectives.	E
Passionate about tackling fuel poverty/ reducing our impact on climate change	E
Keen to continue to learn and develop in the role	E