

GROUNDWORK

CHANGING PLACES
CHANGING LIVES



JOB DESCRIPTION

JOB TITLE:	Energy and Retrofit Advisor
HOURS:	37 hours per week (Initially fixed term 8 months to end of March 2027)
REPORTS TO:	Greener Living Co-ordinator
LOCATION:	Various locations across the North East

JOB SUMMARY

Energy and Retrofit Advisors will provide energy and retrofit advice to homes across the region as part of the North East Warm Homes programme. Focussing on the private rented sector Advisors will work alongside staff within Local Authorities to develop and deliver support to engage our communities and stimulate retrofit activity.

Energy and Retrofit Advisors will work closely with Groundwork Green Doctors supporting households experiencing fuel poverty and referring them into more specialist support where needed.

Groundwork's Greener Living team is continually expanding and, while this is a fixed term role, there is potential this to be extended and to offer career development.

KEY TASKS

- Engage with targeted communities to offer advice on household energy efficiency and retrofit opportunities.
- Develop and deliver a programme of community engagement to help raise awareness of energy efficiency and retrofit opportunities.

- Work alongside key Local Authority staff to develop and deliver priority engagement activity appropriate to the local area.
- Develop and maintain strong working relationships with key organisations and community leaders across the area to help promote awareness and activity.
- Work as part of the Groundwork team to help promote our work, ensuring that there is information sharing and consistency in delivery.
- Develop and maintain good working relationships with internal and external partners to facilitate appropriate support for households
- Ensure all eligible homes are referred into appropriate sources of additional support such as the Groundwork Green Doctor service.
- Ensure you maintain a good understanding of all aspects of domestic retrofit activity and opportunities
- Demonstrate good customer service skills and a friendly and positive attitude to all clients.
- Manage own time and diary appropriately.
- Manage communication skills to tailor approach to different audiences if required, taking account of different perspectives, personalities, behaviours and cultures.
- Complete accurate project administration such as data input, project referrals and paperwork, ensuring these are completed to a high standard.
- Deal with general enquiries about energy advice and retrofit as necessary.
- Work to previously agreed goals and targets with a minimum of supervision.

Additional responsibilities

- Comply with all organisational policy, procedures and systems.
- To be aware of, and assume the appropriate level of responsibility for, safeguarding and promoting the welfare of children, young people and vulnerable adults and to report any concerns in accordance with the organisation's safeguarding policies.
- Ability to work outside normal office hours.
- Any other duties commensurate with the level of the post.
- Play an active role in the team and represent Groundwork positively internally and externally.