

GROUNDWORK

CHANGING PLACES

CHANGING LIVES



PERSON SPECIFICATION

JOB TITLE: Energy and Retrofit Advisor

Factor	Criteria No	Criteria	Ranking	Criteria to be tested by...(tick as appropriate)					Certificate
			(Essential/ Desirable)	Application Form	Interview	Presentation	Practical Exercise	Work Simulated Test	
Education & Qualifications	1	Level 3 Domestic Retrofit Advice Course or willingness to undertake this within the first 3 months of the role.	E	*					*
Experience	1	Experience of running community events/ activities	D	*	*				
	2	Experienced in a customer service role, with members of the public - face to face and telephone	D	*	*				
	3	Experienced in providing advice to the elderly or families with young children	D	*	*				
	4	Experienced in project management	D	*	*				
	5	Highly developed communication skills both written and oral, including presentation abilities.	E	*	*				
	6	Excellent team player with ability to work effectively within a multi-disciplinary team.	E	*	*				
	7	High ability to plan, prioritise and organise own workload.	D	*	*				

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Personal Skills / Attributes	1	Self-confident and able to work under pressure using own initiative.	E	*	*				
	2	Strong motivation and a determination to provide an excellent service to all customers and to meet or exceed all objectives.	E	*	*				
	3	Passionate about tackling fuel poverty/ reducing our impact on climate change	E	*	*				
	4	Keen to continue to learn and develop in the role	D	*	*				
	5	Ability to act as a champion of Groundwork's overall strategic aims, including a commitment to environmental initiatives.	E	*	*				
Additional Requirements	1	Prepared to undertake occasional work out of hours	E	*	*				
	2	A commitment to Equal Opportunities and Diversity in all work practices	E	*	*				
	3	Hold a full driving license and have access to a vehicle	E	*					*
	4	An appreciation and commitment to Health and Safety issues in the workplace	E	*	*				
	5	This role is subject to an Enhanced Disclosure endorsed by the Disclose and Barring Service	E	*	*				*