



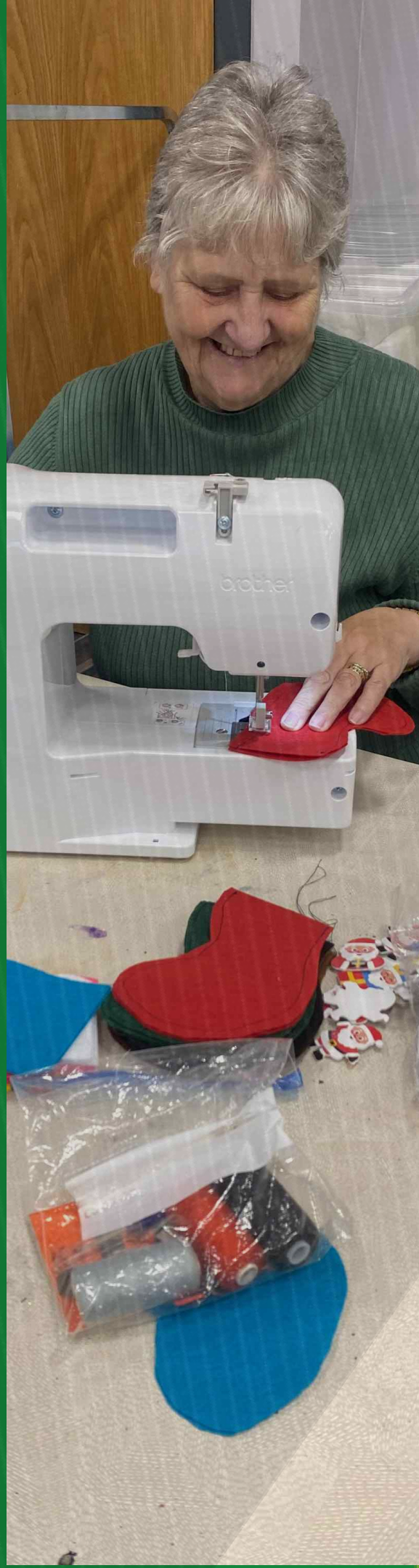
Recruitment Pack

Energy and Retrofit Advisor

We're an
**Age-friendly
Employer**



**WE SHOW
THE SALARY**





GROUNDWORK
SOUTH & NORTH TYNESIDE

WE ARE PASSIONATE ABOUT:



Creating Better Places: Developing accessible high quality built and natural environment that provides natural capital and wellbeing benefits.



Raising Aspirations by Creating Better Prospects: Supporting individuals and families to be resilient, confident, ambitious and independent



Empowering Fair and Sustainable Communities: Reducing inequalities by supporting and enabling individuals and communities



Enriching Lives through environment, culture and heritage: Inspiring engagement and discovery informed by our past, present and future.





GROUNDWORK
SOUTH & NORTH TYNESIDE

OUR VALUES

THE GROUNDWORK APPROACH:

We will deliver impact through a range of diverse local and national projects, programmes and services, responding to the changing needs of local communities and the opportunity to build powerful partnerships to unlock new resources.

Wherever and however we deliver, our approach will be informed by the following commitments:



We will invest in the places and people that need us most. Prioritising our resources to bring about lasting change by building skills and capacity within local communities where we can make most difference.



We will work with local leaders and listen to local voices. Ensuring our work is shaped by those it is designed to benefit and adding value to the assets that exist in local areas.



We will grow a culture of equity and inclusion operating transparently and with integrity, and seeking out a diversity of viewpoints, both in the work we do and the people we employ.



We will be committed to collaboration – forging strong partnerships, contributing to a thriving community sector and helping others lead where this will achieve greater impact. We will act as environmental exemplars – championing practical action to combat the climate and nature emergency and measuring and reducing our own environmental impact



35 YEARS OF CHANGING PLACES AND CHANGING LIVES

1991

Groundwork launched
in Tyneside - a
pioneering
partnership

2005

Land Trust partnership
to enhance and manage
Monkton Community
Woodland for people
and wildlife

2010

Opening of bespoke
environmental
education centre
West Boldon
Lodge

2018

TEN North East
charity integrated
into Groundwork

2025

Re-opened Jarrow
Archaeological
Mission, first
excavations in Jarrow
since
the 1970s

1997

National Grid
partnership to bring
nature connection to
children, young people
and communities

2007

Community recycling
shop opens at
Middlefields Recycling
Village, aiding a circular
economy

2015

Partnership with
Sage
Foundation delivers
social value

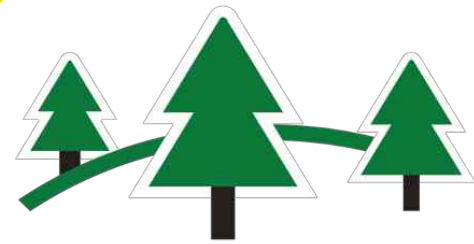
2019

Green Doctor
Service launched
tackling fuel poverty



GROUNDWORK
SOUTH & NORTH TYNESIDE

2025
CELEBRATING 35 YEARS



Better Places

1996

Opening of the Eco Centre in Hebburn, at the time it was Europe's most environmentally sustainable building.



Raising Aspirations

2014

Route2Work specialist College opened, providing tailored learning for students with SEND needs.



Sustainable Communities

2014

Marsden Road Centre opened in a landmark visit from HRH Princess Anne.



Enriching Lives

2016

Opened Jarrow Hall, sparking cultural revival and earning Accredited Museum Status in 2022

OUR GROUNDWORK TEAM





GROUNDWORK
SOUTH & NORTH TYNESIDE

WHAT ARE WE LOOKING FOR?

We have an exciting opportunity to join our team at Groundwork South and North Tyneside as an Energy and Retrofit Advisor. We're looking for someone who is dynamic, dedicated and passionate about making a difference.

As an Energy and Retrofit Advisor, your role will be to provide advice on energy and retrofit opportunities for homes across the region. You will raise awareness in our communities of home retrofit and support households to access them. Working in collaboration with local authorities you will develop and deliver targeted projects to grow retrofit activity.

This role will form part of our wider fuel poverty and climate change programme known as Green Doctor. Working alongside Groundwork Green Doctors, you will support households experiencing fuel poverty and refer them into more specialist support where needed. The role is likely to involve engaging the community through attendance at community events, creating partnerships, developing social media, home visiting and telephone advice.

Previous technical knowledge is not essential as we will train our staff in building retrofit and energy efficiency. Should you have qualifications in these fields, then so much better and we would love to hear from you. It's more important you have energy, a willingness to undertake training and like meeting people. Like us, you will be passionate about helping people in poverty and in fuel poverty.





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ROLE DETAILS



HOURS OF WORK: 37 HOURS PER WEEK (INITIALLY FIXED TERM UNTIL 31ST MARCH 2027)



WORK LOCATION: THIS ROLE IS PRIMARILY OFFICE-BASED, SPLIT BETWEEN HOME AND THE ECO CENTRE IN HEBBURN. OCCASIONAL WORK AT EXTERNAL LOCATIONS AROUND NORTH TYNESIDE IS REQUIRED, SO WE ARE SEEKING SOMEONE WITH A FLEXIBLE, PROACTIVE AND POSITIVE APPROACH TO WORK



SALARY: £26,608 PER ANNUM (£13.83 PER HOUR)



REPORTING TO: SERVICE MANAGER - SUSTAINABILITY (GREEN DOCTOR & RETROFIT)



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WHAT DIFFERENCE WILL YOU MAKE IN THE ROLE?

- Along with all Groundwork employees, you will be committed to our purpose, values and mission. Helping people at the sharp end of the cost of living crisis and in fuel poverty
- Deliver bespoke energy and retrofit advice tailored to an individual's situation and need
- Maintain and continuously develop energy advice knowledge
- Being compassionate, open and friendly with people to achieve the right outcomes
- Displaying inclusivity, fairness, experience and expertise to work with service users whilst understanding their individual needs
- Act as a champion of Groundwork's overall strategic aims including a commitment to environment initiatives

WHO WILL YOU BE WORKING FOR AND WITH?

Groundwork is an organisation where everyone works together, works hard and takes collective responsibility - striving to make a difference to our local communities.

You will report to our Service Manager - Sustainability (Green Doctor & Retrofit), who is responsible for managing a team of energy advisors who deliver our projects across the region. After a full induction, you will begin working alongside existing members of staff to gain experience of energy efficiency and retrofit support. On completion of training, you will transition to developing and delivering activity with partners in your allocated locality.





GROUNDWORK
SOUTH & NORTH TYNESIDE

MAIN DUTIES & RESPONSIBILITIES

- Create a schedule of informational events held throughout the year within the specified local authority, aimed at increasing awareness about Retrofit, detailing the process involved, and providing guidance on accessing additional information.
- Develop and maintain strong working relationships with key organisations and community leaders as well as internal and external partners.
- 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 five local authority areas.
- Work alongside key Local Authority staff to develop and deliver priority engagement activity appropriate to the local area.
- Ensure you maintain a good understanding of all aspects of household energy and retrofit developments.
- Demonstrate excellent customer service skills and a friendly and positive attitude to all clients.
- Maintain a good awareness of our partner networks to ensure we are referring service users to other appropriate organisations and schemes which can assist with their needs.
- Advocate and liaise for households with appropriate third parties to ensure customers receive the best possible deal for their requirements.
- Where appropriate, install basic energy-saving measures within the home as necessary, such as LED light bulbs, draught excluders, and setting heating controls.
- Ensure the proper use and good order of tools, materials, equipment, vehicles, and supportive administrative systems.
- Ability to work independently to previously agreed goals and targets with a minimum level of supervision.



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MAIN DUTIES & RESPONSIBILITIES

Reporting and Budgeting

- Maintain accurate records relating to volunteering activity, including volunteer numbers, hours, roles, training and reviews
- Produce regular internal reports on volunteering activity and impact to support service planning, compliance and decision-making
- Contribute to monitoring and reporting requirements for funders and partners where volunteer activity forms part of funded programmes
- Support the collection of qualitative information such as case studies and feedback to demonstrate the impact and value of volunteering
- Monitor and manage agreed budgets related to volunteering delivery, in line with organisational procedures
- Support the planning of volunteer-related budgets for new projects or funding bids, including corporate volunteering activity where relevant
- Ensure value for money and appropriate use of resources in the delivery of the volunteering programme

Health & Safety

- All employees have a responsibility of care for their own and others' health and safety
- To oversee the H&S of activities in-line with Groundwork's Health & Safety Policies and Procedures
- To liaise with the Trust's H&S Lead, and External Consultant on H&S matters relating to sites, activities and operating procedures





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ADDITIONAL RESPONSIBILITIES

- The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties that may be required from time to time within the general scope of the post.
- Use of emails, Sage HR, Replicon timesheets, and any other similar systems is mandatory for the job role.
- Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.
- The post holder is required to carry out the duties in accordance with the company's Equal Opportunities Policies.
- A commitment to safeguarding and promoting the welfare of children, young people, and vulnerable adults and reporting any concerns.
- Ability to work outside normal office hours.
- To be aware of, and comply with, all areas of Information Security, in particular the GDPR (General Data Protection Regulations) 2018.
- To be aware of, and comply with, all measures to support our environmental standard.
- Play an active role in the team and represent Groundwork positively internally and externally.
- Comply with all organisational policies, procedures, and systems.





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SOUTH & NORTH TYNESIDE

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PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Education/ Qualifications	Minimum Level 2 (Grade C/Grade 4 or equivalent) in Maths and English Level 3 Domestic Retrofit Advice Course or willingness to undertake this within the first 3 months of the role	
Experience	Highly developed communication skills both written and oral, including presentation abilities - Excellent team player with ability to work effectively within a multi-disciplinary team	Experience running community events/activities - Experienced in a customer service role, with members of the public, face-to-face and telephone - Experienced in providing advice to the elderly or families with young children - Experienced in project management - High ability to plan, prioritise and organise own workload



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PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Personal Skills/ Attributes	- Self-confident and able to work under pressure using own initiative - - Strong motivation and a determination to provide an excellent service to all customers and to meet or exceed all objectives - - Passionate about tackling fuel poverty/reducing our impact on climate change - - Ability to act as a champion of Groundwork's overall strategic aims, including a commitment to environmental initiatives	Keen to continue to learn and develop in the role
Additional Requirements	- Full driving licence and have access to a vehicle - - Prepared to undertake occasional work out of hours - - A commitment to Equal Opportunities and Diversity in all work practices - - An appreciation and commitment to Health and Safety issues in the workplace	



GROUNDWORK
SOUTH & NORTH TYNESIDE

OUR INTERVIEW PROCESS

Here at Groundwork South & North Tyneside we are committed to a fair and transparent recruitment process. We understand how daunting it can be applying for new roles, so we wish to share with you our interview process.

If you are successfully shortlisted and invited to interview, you'll be given ten minutes alone to review the interview questions and make notes. This is to help you feel prepared and give you the best opportunity to demonstrate your skills and experience.

We use experience-based questions to understand how you approach challenges- these will be based on the key responsibilities and requirements outlined in the job description. After the ten-minute preparation time, we will return to begin the interview, starting with introducing ourselves and explaining the structure of the interview. There will always be time at the end for you to ask any questions you may have.

The interview panel will include three team members. This ensures a range of perspectives in the decision-making process. Please note that we'll be taking notes throughout the interview—not because we're distracted, but to ensure we capture everything you share accurately.

Sometimes, as well as an interview we may ask you to prepare a presentation or complete a task. We always tell you about this in advance, and it will always be directly relevant to the role.





GROUNDWORK
SOUTH & NORTH TYNESIDE

WE ARE PROUD TO BE A GENEROUS EMPLOYER..

Our paid staff are eligible for the following benefits:

- 25 days' leave (FTE), increasing by one day per year after 2 years of service up to a maximum 28 days (FTE), plus all bank holidays (pro rata)
- Enhanced Death in Service benefit
- Access to a Cycle to Work Scheme
- Access to Learning & Development Opportunities
- Free entry to Jarrow Hall for individual plus up to 3 people
- 10% Discount in Jarrow Hall Shop, West Boldon Lodge Shop & Groundwork Shop
- Free membership of the gym at Marsden Road Health & Wellbeing Centre
- Discounted event tickets across Groundwork sites – variable by event
- Facility to borrow company vehicles, for personal use only, with Operations Manager permission.
- Free Green Doctor home visit
- Enhanced Pension Scheme





GROUNDWORK SOUTH & NORTH TYNESIDE

Thank You for Believing in Better Places.

At Groundwork, we know that environmental change begins locally. Every park improved, every young person supported, every community project delivered starts with individuals who care enough to step forward.

By applying to work with us, you're showing that you believe in creating stronger, greener, and more resilient communities. We're grateful for the time, thought, and energy you've invested in your application.

Whether working directly with communities, supporting projects behind the scenes, or shaping strategy and partnerships, every role at Groundwork contributes to places where people and nature can thrive together.

Thank you for considering being part of our work.

Together, we change places. And lives.

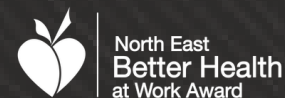
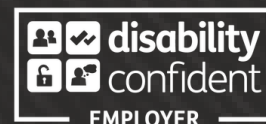
CONTACT

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Groundwork South and North Tyneside is a company limited by guarantee and registered in England. | Company Registration Number: 2592100 Charity Registration Number: 1007918