

JOB DESCRIPTION

JOB TITLE:	Community Energy Efficiency Advisor – Charity
REPORTS TO:	Green Doctor Project Coordinator
SALARY:	£28,048 per annum
POSITION:	Permanent, Full-time
LOCATIONS:	Tipton

JOB SUMMARY

Groundwork West Midlands is looking to hire an individual with a passion for helping others, interested in learning new skills and has a keen interest to be involved in a variety of community projects.

All necessary training will be provided.

Groundwork's Green Doctors are energy efficiency experts who visit people in their homes across the UK, helping vulnerable households to save money and stay warm and well. With 1 in 10 households in the UK experiencing fuel poverty, it's a crucial lifeline for many residents.

Green Doctor's aim to tackle fuel poverty issues in some of our most deprived areas of the West Midlands by providing energy saving advice and small measures to its most vulnerable residents.

Successful applicants will be responsible for the delivery of a variety of services including;

- Providing energy efficiency advice & guidance,
- Providing basic energy saving items for people homes,
- Assisting people in applying for grants and maximising income,
- Delivering community training events and
- Working with other charities and organisations to refer residents on to further services for wider energy saving and wellbeing support.

The role will be based in Tipton but may require occasional work across the West Midlands.

KEY TASKS

1. To deliver in-home energy saving advice and phone support to vulnerable residents, including low income; elderly; disabled and families with young children.

2. Provide effective support, both advisory and practical, to enable people to make positive changes to improve the quality of their lives in relation to energy saving and wellbeing.
3. Provide and/or install, a range of basic low-cost measures within the home as required, including LED light bulbs, draught excluders and reflective radiator panels.
4. Deliver Energy Efficiency and Fuel Poverty Awareness training to front line staff that work in communities.
5. Complete and record all assessment details on the client management system, ensuring accurate and detailed records are taken and meet reporting requirements as required by the Trust and funders.
6. Demonstrate good customer service skills and a professional, friendly and positive attitude to all clients.
7. 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.
8. Attend physical and online community meetings to promote the service as well maintain a professional and effective social media presence.
9. Advocate and liaise with energy and water companies on the behalf of clients, to ensure customers receive the best possible deal for their requirements.
10. Complete grant applications to assist householders in paying for energy debt and other household needs.
11. Ensure material stock levels are maintained and stock is monitored closely. Including ordering material when necessary.
12. Manage communication skills to tailor the approach to different audiences if required, taking account of different perspectives, personalities, behaviours and cultures.
13. Complete accurate administrative duties such as data inputting, and completing relevant paperwork, and ensure these are completed to a high standard.
14. Deal with general enquiries about the Green Doctor project as necessary.
15. Where required, assist in booking in appointments for new visits and general promotion of the project, including assisting at events and workshops in the community.
16. Work to agreed goals and targets with a minimum of supervision.

Personal Development and Training

1. To undertake training and development as agreed with the Project Coordinator including but not limited to; City and Guilds Level 2 Energy awareness certification or equivalent.

2. To attend regular team meetings/supervisions.
3. To be a positive force in the staff team taking personal responsibility for ensuring good morale and work relations are maintained.

Additional Responsibilities

1. To play an active role as appropriate more widely across Groundwork West Midlands to develop Groundwork's project programme; and influence the Trust's work overall.
2. Promote Groundwork activities at a local and regional level; providing an efficient and courteous service.
3. Ensure compliance with Trust policies, insurance and statutory requirements, particularly health and safety, safeguarding (including Prevent) the Children's Act and equal opportunities.
4. To undertake any task that may be requested from time to time by the Management Team as may be consistent with the nature and scope of the post.
5. Liaise with other Groundwork Trusts, and Groundwork UK as necessary.

Person Specification

Note to Applicant: When completing your application form, you should demonstrate the extent to which you have the necessary education, experience, knowledge and skills identified as a requirement for the post. (Note: Where items appear which have not been deemed essential, you should assume they have been considered desirable).

Factor	Criteria	Ranking	Shortlist Criteria (Yes or No)	Selection method used to evidence criteria
Experience	Experienced in a customer service role, with members of the public – face-to-face and remote support.	Essential	Yes	Application form/ Interview
	Experienced in providing advice to the elderly or families with young children	Essential	Yes	Application form/ Interview/ pre-employment check
	Confidence in basic DIY. For example; the installing light bulbs, fitting draught proofing strips.	Essential	Yes	Application form/ Interview
Personal Skills and Ability	Ability to respond to changing circumstances on projects (resilience)	Essential	Yes	Application form/ Interview
	Strong inter-personal skills	Essential	Yes	Application form/ Interview
	Good presentation & report writing skills	Essential	Yes	Application form/ Interview
	Strong motivation & a determination to provide an excellent service to all customers to meet or exceed expectations	Essential	No	Application form/ Interview
	Competence with IT products such as Microsoft Office	Essential	Yes	Application form/ Interview
	Own vehicle with business insurance and willingness to travel in own vehicle as required. Also required to carry minor equipment in vehicle.	Essential	Yes	Application form/ Interview

Person Specification

Miscellaneous	Ability to adhere to the organisation's health, safety and welfare policies and procedures.	Essential	No	Interview process
	A flexible approach and ability to work out of office hours including occasional evenings and weekends	Essential	No	Interview process
	Ability to adhere to the organisation's health, safety and welfare policies and procedures.	Essential	No	Interview process
	A commitment to promoting equal opportunities and diversity in all work practices, employment and partnering opportunities	Essential	No	Interview process

An Enhanced DBS Check will be required prior to commencement in post.

