



## **Job Description**

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|-------------------------|---|
| <b>Job Title:</b>       | <b>Community Energy Project Lead (Fixed Term)</b>                       |
| <b>Grade:</b>           | <b>EVH Grade 6</b>  |
| <b>Starting Salary:</b> | <b>£31,518</b>  |
| <b>Responsible To:</b>  | <b>Director of Housing and Customer Service and the Chief Executive</b> |

### **The Purpose of the Post**

**The purpose of this post is manage and lead a team who will work collaboratively with the Govan, Elderpark and Linthouse Housing Associations and Community Partners to deliver a community energy advice service.**

The aim of post will be to support Govan residents to live in a warm and comfortable home at the lowest possible cost by maximising opportunities to reduce energy consumption and minimise heat loss.

The post holder will deliver a high quality and consistent service based on getting the service “right first time” and in doing so heighten satisfaction levels and demonstrate a culture of excellence in Customer Service.

### **The key aims of this post is to:**

- Manage and lead a team which will achieve the outcomes as detailed in the award from the Energy Saving Trust
- Ensure that staff are trained to help educate people about their household energy consumption, heating controls and their energy bills.
- Advice on fuel debt, benefit claims, income maximisation, advice on fuel tariffs, payment options and energy efficiency measures

- Carry out home visits to gathering information on energy use and provide advice on reducing energy consumption
- Collect data using Advice Pro and CX feedback to comply with the reporting requirements from funders including measuring changes in energy consumption from home visits
- Develop, and deliver community workshops on reducing energy consumption and with the support of volunteer energy champions
- Maintain up to date knowledge of all areas of advice on energy consumption ensuring customers are always given accurate, relevant advice and information
- Work closely with colleagues and any referral agency to ensure a holistic and sustainable approach to residents negatively affected by fuel poverty.

### **Principal Responsibilities and Duties**

#### **Fuel Poverty Support, Avoidance and Advice**

- To carry out home visits helping to record standard information in relation to energy use, evident changes in energy consumption, recommendations made and implement and financial impact to households
- To assist residents to better understand and plan their household budgets including their energy bills and identify opportunities for residents to maximise their incomes through advice on fuel debt, advice on fuel tariffs and payment options
- To develop, promote and deliver local workshops and campaigns in our areas of operation, which aims to give residents the opportunity to seek energy and debt advice, to reduce their energy consumption and change attitudes and behaviours
- To recruit, support, train and manage volunteer Energy Champions who will deliver workshops and give energy advice to residents
- Lead on the develop of literature to improve access to information on the Govan Community Energy Project
- To work with local schools within the Govan community to educate them on fuel costs and household budgets
- Manage the introduction of small scale energy efficiency measures and give residents advice on heating controls, thermostats and advice on managing condensation

- To work with the Property Service staff to identify residents with capped supplies, with the aim for residents to get back on gas supply use and to report any property maintenance issue which negatively impact on the energy efficiency of the home
- To identify residents facing or at risk of fuel poverty and make appropriate referrals which enhance a customer focused service and has regard to data protection, client confidentiality and organisational policies and procedures
- To initiate contact with community groups, identify key individuals for the purpose of delivering workshops to their clients , seeking out referrals and support energy champion volunteers within their organisations to deliver energy advice
- To adhere to our customer care strategy
- To adhere to Elderpark Housing's Health & Safety policy and procedures.

### **Resident and Community Support**

- Working closely with colleagues and, where relevant, external agencies to connect residents with long term, sustainable measures to support them out of hardship, e.g. support into training, volunteering or employment, or building digital skills
- Refer any residents to any external agencies who can provide specialist help and advice on any health or wellbeing issues
- Identify key personnel within community groups to promote workshops and recruit and train Energy champions' volunteers.

### **Leadership and Management**

- To manage, support and develop our Community Energy Advisors, who provide a generic community based energy service
- To monitor and evaluate staff performance, including assessment against targets from our funders, identify and report on training requirements and ensure that each member of staff is encouraged to maximise performance
- Where necessary, provide strong management in terms of managing under-performance through the provision of support, identifiable and agreed outcomes and taking necessary steps to resolve any performance failures
- To ensure that staff are conversant with the Association's policies, procedures, IT and service standards and put in place appropriate checks to ensure compliance
- To oversee and where appropriate allocate the work of the Community Energy Project and ensure excellent services are delivered in a timely and effective manner

- To motivate, encourage, manage and equip staff with appropriate support, welfare and resources to carry out their duties to the highest standard
- To develop a culture of continuous improvement and customer focus based on right first time
- Carry out regular one to one interviews and appraisal of the Community Energy Advisors and support the development, learning and growth of colleagues through this exercise

### **Monitoring and Evaluation**

- To be responsible for your team's case management and maintaining suitable monitoring frameworks to ensure the necessary performance reports are required for the Govan Energy Service and any publications for the Association's
- To benchmark energy consumption, monitor changes in consumption after advice and intervention methods have been introduced, and provide case studies for Committees and Funders
- To use tenant profiling to understand the nature of resident needs, identify trends and suggest areas for service improvement or development
- To complete any relevant surveys to ensure business improvement in the service that will be reported and learning outcomes report to Elderpark's Director of Housing and Customer Services and to partnering organisation's

### **General Responsibilities**

- Take responsibility for your own learning and development, actively participating in relevant training opportunities
- Work positively with colleagues, including the Associations' Financial Inclusion and Welfare Right Service's, Community Regeneration Team sharing knowledge, best practice and ideas to continually improve our service
- Achieve all individual and team targets and objectives
- To attend relevant meetings, forums or conferences to develop understanding of Energy Advice work within the housing sector and to promote the The Govan Community Energy Project work in this area
- To assist in providing information/reports as required to the Director of Housing and Customer Services on relevant financial gains and debt managers and case studies to inform the development of the project.

## **Corporate Responsibilities**

- Work with colleagues across the project and Housing Association's to ensure that the organisation's is seen as a respectful and open organisation which values its staff
- Ensure that the organisation's policies – including but not limited to comply with the Equality and Diversity, Health and Safety, Customer Services – are complied with through all activities; and that all work is under taken in accordance with the relevant codes of practice and legislation
- Actively and effectively promote the organisation's values, role modelling appropriate behaviours and acting with the highest level of professionalism and integrity
- Comply with the Code of Conduct for employees
- Willing to work in accordance with the Association's core values and ethos. In particular, customer service, resident and tenant participation, equality and diversity, team work and the ability to take personal responsibility.



## Energy Efficiency Project Lead - Person Specification

| Experience, Knowledge and Understanding   | Essential | Desirable |
|---|-----------|-----------|
| Experience of working in an advice and information organisation within the third/charity sector   | X         |           |
| Experience in delivering welfare benefits and/or energy advice within a social welfare context  |           | X         |
| Experience of working with a wide range of external partners to provide wider support to customers  | X         |           |
| Experience in leading a successful, high performing team  |           | X         |
| Experience of achieving KPI targets and providing a consistently high quality of service  | X         |           |
| Experience in planning and delivering information workshops and surgeries to diverse client groups  |           | X         |
| Experience in the development, monitoring, review and implementation of policies, procedures and systems  | X         |           |
| Track record of providing excellent front line customer service including dealing with the public face to face and on the telephone in a sensitive manner                                 | X         |           |
| Experience of working with excluded and vulnerable client groups in a way which promotes their dignity, respect and independence  | X         |           |
| Experience of communicating effectively, both orally and in writing with a wide range of people to include presenting reports to governing bodies, colleagues or wider external audiences | X         |           |
| Working knowledge of IT including all Microsoft Office products and confidence in using digital technology  | X         |           |
| Demonstrable understanding and awareness of the relationship between energy advice and other areas of social welfare law  |           | X         |
| Ability to calculate benefit entitlements and changes in energy consumption   |           | X         |
| Knowledge of introducing of small scale energy efficiency measures and setting heating controls, thermostats and advice on managing condensation  |           | X         |

| <b>Qualifications and Training</b>   | <b>Essential</b> | <b>Desirable</b> |
|--|------------------|------------------|
| Hold or work towards obtaining a relevant qualification in the field of Energy and Fuel Advice or the level 3 Award in Energy Awareness          |                  | X                |
| A commitment to continuous professional development (CPD), including a willingness to develop knowledge and skills in required areas             | X                |                  |
| <b>Skills and Abilities</b>  | <b>Essential</b> | <b>Desirable</b> |
| Ability to liaise with and interpret energy company regulations and communicate them to customers and colleagues in an easy to understand manner |                  | X                |
| Excellent verbal, written and numerical skills   | X                |                  |
| Proactively manage a varied workload, ensuring deadlines are met   | X                |                  |
| Ability to contribute as a member of the team but also work on own initiative and without close supervision                                      | X                |                  |
| Ability to create and shape strong and effective relationships with with local and regional partners   | X                |                  |
| Ability to work with and motivate a team   | X                |                  |
| A clear commitment to ensuring appropriate professional boundaries and the issues surrounding confidentiality and data protection                | X                |                  |
| <b>Personal Features/ Qualities</b>  | <b>Essential</b> | <b>Desirable</b> |
| Understanding of, and commitment to, the aims, values and principles of Elderpark Housing in which equality and diversity is embedded throughout | X                |                  |