

## Job Information Pack

This pack contains the following information:

- Job details
- The application process
- Contact details
- Information about Changeworks
- Information about the team the job is based with
- Job description
- Person Specification
- Additional background information

**Please note: Due to anticipated high volume of applications, if you have not been contacted with in two weeks of the application closing date, you can assume that you application has been unsuccessful.**

<b>Job details</b>	
<b>Job title</b>	<b>Senior Energy Assessor</b>
<b>Job reference</b>	HISSEASES

<b>The application process</b>	
<b>Application deadline</b>	<b>12 noon Friday 30<sup>th</sup> July 2010</b>
<b>Interview date and location</b>	<p>Newton St Boswells 4th &amp; 5th August            Haddington 11th &amp; 12th August            Dalkeith 25th &amp; 26th August            Livingston 25th &amp; 26th August            Glenrothes 1st &amp; 2nd Sept</p> <p>(If you do not hear from us by this date you can assume your application has been unsuccessful)</p>
<b>Interview format and length</b>	To be confirmed

<b>Contact details</b>	
<b>Completed Application Forms with a covering letter which highlights your skills and interest in this job to be sent to</b>	<p>Recruitment HIS Team            Changeworks            36 Newhaven Road            Edinburgh            EH6 5PY</p> <p>Or  <a href="mailto:jobs@changeworks.org.uk">jobs@changeworks.org.uk</a></p>
<b>General enquiries about this job</b>	Dawn Mckenzie - Administrator 0131 555 7840
<b>For an informal discussion about this job</b>	Carol Aitken - HIS Assessment Manager South East Scotland 0131 468 8681 or 07540 412 403

## About Changeworks

Changeworks exists to improve quality of life and to protect the environment.

We work with passion, integrity and in collaboration to develop and deliver innovative projects and businesses that inspire and empower people and communities to make a difference.

Our activities:

- Increase energy efficiency and the use of renewable sources of energy
- Prevent waste from going to landfill by reducing, reusing and recycling
- Promote methods of transport with low environmental impact

### **Resources for life**

By providing people with the information they need to make choices that lessen their impact on the environment, we help them to lead safer, healthier, more fulfilled lives. By alleviating poverty and disadvantage we help to foster social justice and equality of opportunity. By using the earth's natural resources efficiently we help to protect the rich and diverse planet that is our home and to ensure that those resources are available for everyone, now and in the future.

By changing behaviour we make possible our vision: **resources for life**.

### **Our History**

**Changeworks Resources for Life Ltd** came into being in June 2006, but in fact was a new chapter in the history of a well-established and successful sustainable development charity. Changeworks' predecessor, Lothian and Edinburgh Environmental Partnership (LEEP) was formed in 1989, itself a re-incarnation of the Lothian Energy Group, by Edinburgh District Council, Friends of the Earth Scotland and the Centre for Human Ecology.

As LEEP grew it undertook increasingly complex and ambitious grant funded projects, particularly on behalf of local authorities in South East Scotland. LEEP established the Energy Efficiency Advice Centre on behalf of the Energy Saving Trust in 1993 and was registered as an Environmental Body under the landfill tax credits system, which supported recycling initiatives until 2003. LEEP's grant funded work sought to find solutions to environmental problems in energy, waste and transport with a particular focus on the alleviation of poverty and disadvantage. By 2000, LEEP was highly regarded as a deliverer of innovative projects on the ground, as well as an authoritative voice supporting the development of progressive policy and practice.

Changing our name from LEEP to **Changeworks** was vital in reflecting our work beyond the Edinburgh and Lothian area and our mission and vision were also re-cast to emphasise our focus on sustainable development. For an overview of our current work please visit [www.changeworks.org.uk](http://www.changeworks.org.uk).

## About the Home Insulation Scheme Team

### Introduction and context

The Home Insulation Scheme is an energy saving initiative. The £30m scheme is managed by the Energy Saving Trust and backed by the Scottish Government, with additional funding from local authorities, housing associations and energy companies.

The Home Insulation Scheme is designed to improve the energy efficiency of houses through promoting and installing insulation and other energy saving measures. A team of Energy Assessors will knock on every door in the selected areas. They will provide energy advice to the householder, gather energy data on the property and seek to sign-up the householder for insulation measures, where the home is suitable. The Scheme works in tandem with the Scottish Government's Energy Assistance Package to help alleviate fuel poverty.

It is an area-based scheme, with the potential to offer advice and assistance to around 200,000 houses this year, with many of these going on to receive measures such as loft and cavity wall insulation. Areas covered by the scheme have been chosen according to criteria including its levels of fuel poverty and carbon emissions, the potential number of treatable houses and the potential for complementary funding.

Along with other initiatives, the scheme contributes to meeting the Government's challenging carbon emission reduction targets, as well as increasing the take-up of domestic energy efficiency measures while helping to tackle fuel poverty.

The number of assessors will vary throughout the year but will likely be in the range from 30-75, with between 4-8 active areas at any given time.

<b>Job Description</b>	
<b>Job title</b>	<b>Senior Energy Assessor</b>
<b>Job reference</b>	HISSEASES
<b>Salary and grade</b>	<p>AP2 £8.87 per hour raising to £10.06 plus 8% pension contribution (Pro Rata)</p> <p><i>Staff will commence on a reduced salary and will move on to this job grade upon completion of a 12 week probation period and passing the City and Guild Energy Awareness Certificate</i></p> <p><i>* All posts are fixed term contracts of approximately six months. Further extension will be subject to confirmation of funding in 2011, and successful bids by local authorities in the respective areas. Full Training in energy awareness will be provided for all Assessor roles</i></p>
<b>Location of job</b>	<p>Scottish Borders            East Lothian            Midlothian            West Lothian            Fife</p>
<b>Hours and terms</b>	<p>Full time 35 hours per week, Part Time 16 Hours Per Week. Applications for other working patterns may be considered, subject to operational requirements</p>
<b>Holiday terms</b>	26 days per annum plus 9 statutory holidays

<b>General terms and conditions</b>	
<ul style="list-style-type: none"> <li>• Out of hours working will be required.</li> <li>• You may need to undergo a Disclosure Scotland check depending on the requirements of the post. Depending on the nature of any convictions that may be disclosed, Changeworks reserves the right to terminate employment with or without notice.</li> <li>• All of the responsibilities outlined below will be reviewed and modified as necessary through consultation with the Chief Executive.</li> </ul>	

<b>Responsible to</b>	Team Leader
<b>Responsible for</b>	Energy Assessors

<b>Purpose of the job</b>	<p>Providing support to the Team Leader leading a team of approximately five Energy Assessors. The Home Insulation Scheme Senior Home Energy Assessor is a fundamental role in delivering the door-by-door frontline assessment and energy advice to all householders within the chosen areas. Calling upon householders as directed by the Home Insulation Scheme Assessment Manager and Team Leader, the role is to engage with a high volume of householders and ensure their full home energy assessment is carried out in order to make appropriate referrals.</p>
<b>Main tasks and activities</b>	<ul style="list-style-type: none"> <li>• Co-coordinating transport and day to day tasks for the Home Energy Assessor team</li> <li>• Providing effective and quality advice and referral service to all available householders within the HIS project.</li> <li>• Supporting the Energy Saving Scotland vision, the Energy Assistance Package and the HIS project.</li> </ul>

	<ul style="list-style-type: none"> <li>Monitoring and reporting on the activities of the project to the Energy Assessor Team leader</li> </ul>
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<b>Responsibilities</b>	
<ul style="list-style-type: none"> <li>Organising daily transport for your team of Energy Assessors</li> <li>Co-ordinating daily workloads</li> <li>Collecting daily time sheets and submitting to Team Leader</li> <li>Co-ordinating weekly vehicle checks and submitting relevant documentation to Team Leader</li> <li>Visiting and engaging with a high volume of householders on a street-by-street, door-by-door basis achieving assessment targets for households visited</li> <li>Delivering accurate and impartial advice on energy efficiency, affordable warmth, renewable energy and low carbon personal transport to householders as and when required</li> <li>Completing a home energy assessment with all engaged householders and ensuring the information collected is true and accurate at that moment in time.</li> <li>Ensuring the information collected at the assessment stage will allow for appropriate referrals to the Energy Assistance Package and/or certified installers.</li> <li>Maintaining effective customer relationships to assist in the positive engagement all customers will experience from the Home Insulation Scheme.</li> <li>Delivering advice and information at events, presentations and workshops as and when required.</li> <li>Identifying sustainable energy measures and improvements, potential sources of funding to pay for the improvements, and supporting the household through their choices</li> <li>Identifying and assisting households who would benefit from the scheme</li> <li>Identifying strategies to reduce households' fuel costs e.g. through debt repayment re-scheduling, switching energy supplier, or accessing a social tariff and supporting the household in their choices.</li> <li>Liaising with agencies, such as the Energy Saving Scotland advice centre, fuel utilities, local authorities, other voluntary agencies, landlords and housing providers to ensure that energy saving measures and cost savings are implemented and income maximised.</li> <li>Always working with sensitivity to the needs and concerns of vulnerable households</li> <li>Ensuring that the team is visiting the targeted number of households</li> <li>Ensuring that advice given is provided in accordance with the standards set out in the Energy Saving Scotland advice centre contract and the various operating procedures.</li> <li>Ensuring that the Home Insulation Scheme performance targets set by the Scottish Government and the Energy Saving Trust are met.</li> <li>Engaging with householders in a positive to make the customer relationship is a success.</li> <li>Liaising with the Home Insulation Scheme Energy Assessor Team Leader to ensure maximum uptake and to assist with promotional activities within the locality.</li> <li>To ensure that all data is handled with sensitivity and in accordance with the Data Protection Act 1998.</li> <li>Ensuring that referral timescales are met and assessment forms are dealt with within the set timescale.</li> <li>Responding appropriately in respect of any agreements signed with local partners within the chosen area.</li> </ul>	
<b>Supervision and training received</b>	
<ul style="list-style-type: none"> <li>Training as required from time to time</li> </ul>	
<b>Key contacts</b>	
<ul style="list-style-type: none"> <li>The post holder will be in daily contact with the Energy Assessors and Energy Assessor Team Leader.</li> </ul>	
<b>Complexity</b>	
The post holder must be able to:	

- Manage a number of different requirements and requests at the same time
- Interact effectively with the community
- Analyse and assess alternative solutions

**Creativity**

- Developing new processes and solutions in support of the Home Insulation Scheme project

**Special Conditions**

- Leave periods need to be coordinated and authorised in order to meet projected targets

<b>Person specification</b>		
Please explain how you meet the following criteria in your job application		
<b>Job Related Knowledge and Skills:</b>	<b>Essential</b>	<b>Desirable</b>
Excellent face to face customer engagement skills	✓	
Good numeric and literacy skills	✓	
Excellent communication skills, both verbal and written	✓	
Good presentation skills	✓	
Good IT skills		✓
Ability to deal with vulnerable people including the very elderly and those on low incomes	✓	
Ability to manage own time and work with minimal supervision	✓	
Ability to deal with customer complaints and handle sensitive issues effectively	✓	
Knowledge and understanding of energy efficiency, fuel poverty, renewable energy and transport energy matters		✓
Possession of practical and relevant knowledge in respect of the efficient use of energy in residential property		✓
Knowledge of the local area		✓
<b>Qualifications, General Education &amp; Experience:</b>		
People management experience		✓
Standard grades or equivalent in English Language and Mathematics	✓	
Experience of working in a customer care focused organisation	✓	
Experience of working to tight targets and timescales	✓	
Experience of working with a range of customers from a diverse range of backgrounds		✓
City & Guilds 6176 in Energy Awareness		✓
Current Drivers Licence	✓	
<b>Personal Qualities:</b>		
An enthusiastic and positive person able to work on his/her own initiative with high personal standards in respect of the work ethic	✓	
A good team member, self motivated and keen to foster a spirit of cooperation within the organisation	✓	
Confident and outgoing and able to deal effectively with people from a diverse range of backgrounds	✓	
Motivated by the desire to achieve objectives and targets	✓	
Diligent and attentive to detail	✓	
High standard of customer service and the ability to communicate difficult subject matters easily	✓	