



*This dynamic organisation, an independent charity, promotes energy efficiency awareness and renewable energy in the domestic, business and community sectors throughout South West Scotland.*

## **JOB DESCRIPTION**

<b>Post Title</b>	<b>Temporary Home Energy Assessor/Advisor</b>
<b>Salary</b>	<b>£15,530 per annum (pro rata)</b>
<b>Contract Length</b>	<b>Up to 4 months duration</b>
<b>Workplace</b>	<b>Energy Saving Scotland advice centre (ESSac), Energy Agency, Watson Peat Building, Auchincruive, Ayr KA6 5HW</b>
<b>Responsible to</b>	<b>Home Insulation Scheme Assessment Manager or her/his delegate.</b>
<b>Primary purpose</b>	<b>The Home Insulation Scheme (HIS) Home Energy Assessor has a key role in delivering the door-by-door frontline assessment and energy advice to all householders within HIS area(s). Calling upon householders as directed by the HIS Assessment Manager and HIS Senior Home Energy Assessor, 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.</b>  <b>The HIS Assessor/Advisor will be based at the Energy Agency and will operate in HIS projects in South and East Ayrshire.</b>  <b>The holder of this post will be subject to a Disclosure Scotland check.</b>

**Responsibilities:**

- Visiting and engaging with a high volume of householders on a street-by-street, door-by-door approach, with the target of completing 50% assessments of all households visited.
- Delivering accurate and impartial advice on energy efficiency, affordable warmth, renewable energy and low carbon personal transport to householders as and when required.
- Completing a home energy assessment with all engaged householders and ensuring the information collected is true and accurate at that moment in time.
- Accessing and checking household lofts for suitability for loft insulation
- Ensure the information collected at the assessment stage will allow for appropriate referrals to the Energy Assistance Package (EAP) and/or CERT installers.
- Maintain effective customer relationships to assist in the positive engagement all customers will experience from the HIS.
- Deliver advice and information about HIS at events, presentations and workshops as and when required.
- Deal with frontline householder enquiries and queries regarding HIS
- Processing enquiries and responding to customer enquiries by phone

**Principle Accountabilities:**

- To ensure 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.
- To ensure that the HIS performance targets set by the Scottish Government and the EST are met.
- To engage with householders within the HIS area in a positive manner and to ensure the customer relationship is a success.
- To liaise with the HIS Senior home Energy Assessor to ensure maximum uptake in the HIS area and to assist in the promotional activities within the locality.
- To ensure that all data is handled with sensitivity and in accordance with the Data Protection Act 1998.

**PERSON SPECIFICATION – HIS Assessor/Advisor**

The specifications below are indicated as being essential (E) or desirable (D) for this post:

**Job related knowledge and skills**

- Excellent face to face customer engagement skills (E)
- Good numeracy & literacy skills (E)
- Excellent communication skills, both verbal and written (E)
- Good attention to detail and accuracy of data-gathering (E)
- Good practical skills and confidence with ladder handling and heights (E)
- Good presentation skills (D)
- Good IT skills (D)
- Ability to deal with vulnerable people including the very elderly and those on low incomes (E)
- Ability to manage own time and work with minimal supervision (E)
- Ability to deal with initial customer complaints and handle sensitive issues effectively (E)
- Knowledge and understanding of energy efficiency, fuel poverty, renewable energy and transport energy matters (D)
- Possession of practical & relevant knowledge in respect of the efficient use of energy in residential property (D)
- Knowledge of the local area (D)

### **Qualifications, General Education & Experience**

- Standard grades or equivalent in English Language and Mathematics (E)
- Experience of working in a customer care focused organisation (E)
- Experience of working on own initiative to achieve results (E)
- Experience of working to tight targets and timescales (E)
- Experience of home surveying and/or data-gathering (D)
- Experience of working with a range of customers from a diverse range of backgrounds (D)
- City & Guilds 6176 in energy awareness (D)
- Experience of using PDAs to assist and manage tasks (D)
- Clean, current driving licence (E)
- Access to a motor vehicle which can be used on employer's business (D)

### **Personal Qualities**

- An enthusiastic and positive person able to work on his/her own initiative with high personal standards in respect of the work ethic (E)
- A good team member, self motivated and keen to foster a spirit of cooperation within the company (E)
- Confident and outgoing and able to deal effectively with people from a diverse range of backgrounds (E)
- Motivated by the desire to achieve objectives and targets (E)
- Diligent and attentive to detail (E)
- High standard of customer service and the ability to communicate difficult subject matters easily (E)
- Clean, tidy appearance (E)
- Flexibility to work at evenings and weekends as required (E)