



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

Post Title	Temporary Senior Home Energy Assessor/Advisor
Salary	£22,210 per annum (pro rata)
Contract Length	For a period up to 4 months
Workplace	Energy Saving Scotland advice centre (ESSac), Energy Agency, Watson Peat Building, Auchincruive, Ayr KA6 5HW
Responsible to	Home Insulation Scheme Assessment Manager or her/his delegate
Primary purpose	<p>The Home Insulation Scheme (HIS) Senior Home Energy Assessor/Advisor will play a fundamental role in delivering door-by-door frontline assessment and energy advice to all householders within HIS areas. Leading and directing a team of Assessors/Advisors who will be calling upon householders as directed by the HIS Assessment Manager, the role is to ensure HIS Home Energy Assessors engage with a high volume of householders and ensure their full home energy assessments are carried out in order to make appropriate referrals.</p> <p>The HIS Senior Assessor/Advisor will be based at the Energy Agency and will oversee HIS projects in South and East Ayrshire.</p> <p>The holder of this post will be subject to a Disclosure Scotland check.</p> <p>Some evening and weekend work will be required.</p>

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.
- Team leading the Home Energy Assessment team, motivating and managing individual performance of each assessor.
- Providing support to Assessors/Advisors and taking the lead role in dealing with any local comments or complaints about the HIS service.
- Providing daily/weekly project updates to the HIS Assessment Manager.
- Ensuring HIS Home Energy Assessors deliver accurate and impartial advice on energy efficiency, affordable warmth, renewable energy and low carbon personal transport to householders as and when required.
- Completing home energy assessments with engaged householders and ensuring all data collected is true and accurate at that moment in time.
- Accessing and checking household lofts for suitability for loft insulation.
- Ensuring the information collected at the assessment stage will allow for appropriate referrals to the Energy Assistance Package (EAP) and/or CERT installers.
- Maintaining effective customer relationships to assist in the positive engagement all customers will experience from the HIS.
- Delivering advice and information about HIS at events, presentations and workshops as and when required.
- Dealing 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 ensure the HIS assessment team 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 Assessment Manager 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.
- To ensure that referral timescales are met and assessment forms are dealt with, within the set timescale.

PERSON SPECIFICATION

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)
- Experience of leading a team of individuals (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 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)
- 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 in evenings and at weekends as required (E)