

ROLE PROFILE



Role profile		
Role Title	Plymouth Energy Community Assistant Advisor	
Role Grade:	GRADE C	
Role Reference:	N384	
Reports to:	Low Carbon City Officer	
Job Type:	Customer facing Worker	
Work Style Definition	Office based hot–desk/touch down worker	
Primary Purpose of role:	To act as an ambassador for PEC and support the delivery of Plymouth Energy Community projects; providing an excellent level of customer service enabling residents to access energy efficiency and fuel poverty prevention advice.	
Key Accountabilities & Key Measures	Role Outcomes <ul style="list-style-type: none"> ▪ Support delivery of community activities including outreach events, training (15%) ▪ Support residents to access an end to end personalised service through home visits to improve energy efficiency and address fuel poverty (70%) ▪ Adding to the reputational value of the PEC brand. ▪ Maintain accurate records of required information. (15%) 	Role Measures <ul style="list-style-type: none"> ▪ Target engagement reached ▪ Advice successfully delivered ▪ High levels of residents' satisfaction ▪ Accurate data suitable for evaluation ▪ Successful referrals made to partner services.
	Key activities <ul style="list-style-type: none"> ▪ Deliver outreach events to promote the service to residents including drop-ins and community events (10%) ▪ Undertake home visits to residents, some of whom may have medical or mental health conditions, or are frail, disabled, and/or in deep poverty. Help residents benefit from the service regardless of their circumstances (30%) ▪ Conduct home energy surveys and give tailored advice based on survey outputs (10%) ▪ Provide advice and ongoing support to residents to increase confidence in managing home energy, risk of fuel poverty and its impacts on wellbeing (10%) ▪ Contact residents to arrange visits (10%) 	



Plymouth City Council is committed to providing access, aids, adaptations and alternatives wherever possible and reasonable adjustments to enable people with disabilities to fulfil the criteria for, and undertake the duties of its' jobs.

	<ul style="list-style-type: none"> ▪ Provide a package of advice and support around fuel poverty and energy efficiency in the home (10%) ▪ Assess the resident's property for heating controls and support the drawing up of appropriate schedule of works, seek out estimates for work from approved installers and help schedule installations (5%) ▪ Input to a client database, keep accurate data records for each case and coordinate the evaluation process throughout the project (10%) ▪ Input to a database of project stakeholders and volunteers and undertake regular and appropriate communications and marketing activity (5%) ▪ Act as an advocate for Plymouth Energy Community and contribute to its overall aims.
Essential Qualifications / knowledge	<ul style="list-style-type: none"> ▪ Minimum of 2 GCSE A*-C grades or equivalent, literacy and numeracy, or substantial work experience ▪ Awareness of the impacts of poor housing on health ▪ Awareness of the impacts of housing on carbon emissions ▪ A willingness to undertake appropriate and regular training as required.
Desirable Qualifications / knowledge	<ul style="list-style-type: none"> ▪ City and Guilds Level 3 in Energy Awareness ▪ Good knowledge of domestic energy efficiency ▪ Customer care qualifications/training. ▪ Knowledge and experience of the welfare system, including income maximisation ▪ Understanding of the issues surrounding fuel poverty, including causes, effects, and remedies ▪ Awareness of the community energy sector and its role in supporting uptake of energy efficiency.
Essential Experience	<ul style="list-style-type: none"> ▪ Experience of a customer service environment ▪ Experience of working towards targets in order to meet project outcomes ▪ Experienced at exchanging information effectively in person, on the phone and by other media, with colleagues and members of the public – using tact and diplomacy where be required.
Desirable Experience	<ul style="list-style-type: none"> ▪ Experience of working as a case worker, providing an end to end solution for service users. ▪ Experience of working on a similar energy / fuel poverty related project ▪ Experience of providing advice ▪ Experience of working on home improvement projects
Essential Skills	<ul style="list-style-type: none"> ▪ Friendly, with excellent interpersonal skills and a sympathetic manner ▪ Advanced listening skills and an ability to quickly interpret an individual's circumstances. ▪ Work well in a team ▪ Willingness to work flexibly throughout the Climate Active Neighbourhoods

programme

- Willingness to undertake appropriate training
- Keyboarding and IT skills
- An ability to absorb and effectively communicate information accurately and effectively to different audiences.
- The ability to maintain accurate records for the purpose of monitoring
- Methodical and organised, with good attention to detail
- Ability to carry out practical tasks in a safe, methodical way
- Ability to use basic tools (with training) to install equipment in households
- An ability and willingness to help develop then implement procedures.

Corporate Standards

- In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance.
- Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures.
- Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.
- Undertake all duties with due regard to the corporate equalities policy and relevant legislation.