SUPPORTING INFORMATION FOR THE POST OF

DOMESTIC ENERGY OFFICER

October 2017
Domestic Energy Officer
£20,661 - £22,658 pa
– 37 hours per week

North Kesteven District Council strives to assist its tenants to maximise their income and manage their outgoings in order to enable them to meet their financial obligations. The Domestic Energy Officer plays an important role in this process by advising people on their home energy options, assisting them to get the best deal for their energy needs and giving practical tips on how to avoid heat loss and condensation. He/she will also work with colleagues in other parts of the department to help monitor energy use in our properties.

Working within the Income Management Team, a part of the Housing and Property Services department, you will spend a large proportion of your time visiting tenants in their homes. You will have a can-do, problem-solving approach and will have excellent customer service skills. Ideally, you will have previous experience in the energy and/or building sectors, but most importantly you will need to demonstrate a track record of giving advice to clients, some of whom may well be socially or economically vulnerable.

You will either have, or be prepared to study for, the City & Guilds Level 3 qualification in Energy Awareness (or equivalent).

Because of the nature of the job, a valid driving licence and full-time use of a car is essential. An enhanced DBS check will also be required.

Closing date for applications: 12 November 2017

Interviews will be held: 30 November 2017
Dear Applicant,

**Vacant Post: Domestic Energy Officer**

Thank you for your interest in the above post.

The post will be based in the Housing & Property Services Division.

I enclose an application pack, which includes: application form; job description and person specification.

Please ensure that you complete all sections of the application form fully. CVs are not accepted. When filling in your application form, please study the person specification carefully. If you do not demonstrate on the form that you fulfil the essential criteria for the position, you are unlikely to be successful in your application.

The closing date for applications is 12 November 2017. If you have not heard from us within two weeks of the closing date, you should assume that you have not been successful on this occasion.

Yours faithfully,

Beverley Gresswell

**HR Assistant**
NORTH KESTEVEN DISTRICT COUNCIL

JOB DESCRIPTION

1. **Directorate:** Delivery and Transformation
2. **Division:** Housing and Property Services
3. **Post Title:** Domestic Energy Officer
4. **Post No:** TBC
5. **Post Grade:** Grade 7
6. **Allowances:** Essential User Car Allowance
7. **Job Purpose:** To assist the Council in minimising the number of tenants exposed to fuel poverty through the provision of practical advice and assistance to maximise income and minimise energy bills.

8. **Principal Duties:**

   i) To assist with the identification of households who are susceptible to fuel poverty. To provide support and advice for tenants who have been confirmed as being exposed to fuel poverty.

   ii) To research new developments within the energy tariff markets and emerging trends within the affordable warmth sector. To keep up to date with energy tariffs on offer from suppliers.

   iii) To undertake visits to tenants homes and obtain intelligence on income levels and energy bills to determine their exposure to fuel poverty.

   iv) To provide practical guidance to tenants on energy saving measures and the avoidance of condensation.

   v) To provide tenants with advice and support that will enable them to consider changing energy tariffs and/or fuel supplier.

   vi) To assist tenants placed in temporary accommodation to efficiently manage the transfer of their utilities from their former accommodation.

   vii) To signpost tenants to other appropriate agencies in order to address any income/debt issues.
viii) To plan and deliver community workshops and tenant/staff briefings on fuel tariffs, affordable warmth and energy efficiency.

ix) To assist the heating installation contractor and new build contractors to deliver advice and support to tenants receiving new technologies and/or energy saving measures.

x) To collect energy usage data from properties that have benefited from advice, assistance, and/or new heating installations or energy efficiency works to enable their performance to be measured.

xi) To assist colleagues in the analysis of stock/energy data and in the production of reports across the role.

xiv) Undertake such other duties as may be determined from time to time, within the general scope and commensurate with the grade of the post. Duties outside of the scope of the post may also be undertaken with the consent of the post holder.

xv) The Council is committed to safeguarding and promoting the welfare of children, young people and adults at risk and expect all their entire staff to share this commitment. All staff working for the Council who come into contact with children, young people and adults at risk are expected to comply with all requirements detailed within the Safeguarding Policy.

9. **Responsible to:**

   Income Management Team Leader

10. **Responsible for:**

    No management responsibility

11. **Qualifications/experience required:**

    A good general standard of education with specific experience in numeracy.

    Having an interest in the construction industry and building defects and/or relevant experience in equivalent areas of work.

    Experience of working within a service provision sector

    Experience of liaising with related sections, outside bodies contractors, and tenants.
12. **Health and Safety Issues:**

Compliance with all current legislation, Council policy and procedures including but not limited to duties defined in the Health and Safety at Work etc Act 1974, the Council's Health and Safety Policy and other specific Council policies as appropriate to your role.
PERSON SPECIFICATION

Post title: Domestic Energy Advisor

Post No: TBC

Division: Housing and Property Services

Grade: Grade 7

Date: September 2017

E = ESSENTIAL, D = DESIRABLE (Weighting 1 to 3, 3 being highest) for applicants to meet relevant standard

SELECTION CRITERIA

<table>
<thead>
<tr>
<th>CRITERIA</th>
<th>STANDARD</th>
<th>E/D &amp; W</th>
<th>MEASURED BY</th>
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<tbody>
<tr>
<td>A. Work experience</td>
<td>1. Work experience in a service provision role. with direct contact with customers</td>
<td>E</td>
<td>Application Form/ Interview</td>
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<tr>
<td>B. Knowledge</td>
<td>1. Practical knowledge of the construction industry.</td>
<td>D2</td>
<td>Application Form/ Interview</td>
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<td>2. Knowledge of the Utilities Industry and practical knowledge of energy tariffs.</td>
<td>D3</td>
<td>Application Form/ Interview</td>
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<td>C. General skills</td>
<td>1. Excellent written and verbal communication skills in order to communicate with tenants, colleagues, contractors etc.</td>
<td>D3</td>
<td>Application Form/ Interview/Test</td>
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<td>D. Specific skills</td>
<td>1. Valid full driving licence</td>
<td>E</td>
<td>Documentary evidence</td>
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<td>2. Good IT skills, experience with formatting and working with excel and word documents with particular reference to the internet and web based applications.</td>
<td>D3</td>
<td>Application Form/ Interview/test</td>
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<td>3. Ability to work independently on individual projects and balance conflicting demands and varied workload without direct supervision</td>
<td>D3</td>
<td>Application Form/ Interview</td>
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<td>E. Qualifications</td>
<td>GCSE passes in English and Maths or equivalent</td>
<td>E</td>
<td>Application Form/Documentary Evidence</td>
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<td>F. Team work</td>
<td>1. Good communication and team working skills required in order to engage with colleagues in other teams to drive the service forward whilst still being able to work independently on individual cases.</td>
<td>D3</td>
<td>Interview</td>
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| G. Attitude       | 1. Ability to represent NKDC in a professional manner.  
|                   | 2. Demonstrates a high level of accuracy. | D3 | Interview |
| H. Equal Opportunities | 1. To have a general awareness of equal opportunities issues and how they would impact on the role | E | Interview |
| I. Special circumstances | 1. Occasional out of hours attendance at meetings or consulting tenants  
|                             | 2. Health and safety requirements on site ie hard hat, protective clothing and shoes are provided and must be worn | D2 | Interview |
| J. Other           | 1. Awareness of basic Health and Safety Issues affecting the construction industry.  
|                   | 2. Satisfactory check of criminal records | E | Application |

The use of a vehicle is required for this post
Job Overview

Knowledge
The jobholder needs knowledge of the Organisation’s relevant procedures or practices plus additional technical knowledge in order to do this job. He/she also needs an outline understanding of the relevant legislation related to his/her area of work. These relate to a range of different tasks, some of which are relatively complex. He/she needs to know all the available practices and procedures across a whole specialist area. He/she also needs outline knowledge of the policies or procedures relating to at least one other service.

Mental Skills
The jobholder is regularly faced with problems or situations which he/she must resolve personally and some of the more difficult ones are not covered by existing rules, procedures or instructions. Some of these problems will require the jobholder to apply creative skills in order to develop new solutions, incorporating ideas or concepts which were previously untried within the Local Organisation environment.

Interpersonal and Communication Skills
The jobholder requires interpersonal and/or training skills in his/her direct contacts with individual individuals/groups and a developed level of these skills is needed to meet the relatively demanding needs of the individuals/groups(s). The job regularly requires advisory, guiding, negotiating and/or persuasive skills at a developed level. It involves the exchange of complicated and/or sensitive information, both orally and in writing. The information can sometimes be complex.

Physical Skills
Keyboarding skills, for more than just e-mails, memos, short letters or the equivalent, are necessary and integral to the main duties of the job. The ability to drive is necessary to undertake the full range of duties and the normal workload of this job.

Initiative and Independence
The jobholder may be required to interpret policies for own work, and, in these situations, only broad service or departmental procedures and management control constrain the jobholder's freedom of action.

Physical Demands
This job requires the jobholder to stand or walk for a small but distinct proportion of the total working time.

Mental Demands
Enhanced mental attention is required to ensure that the tasks and duties of this job are carried out correctly. This has to be applied over medium periods of time.
at least once a day. The job tasks require a normal level of sensory attention. Working to deadlines is a feature of this job, some of which are more than simply a requirement to complete a task or series of tasks by a pre-set time. He/she is regularly subject to conflicting demands, with more than one person requiring a service or assistance simultaneously, and he/she is sometimes forced to address the new demand immediately, before completing the current task. Unavoidable interruptions occasionally make it difficult to complete the job duties.

**Emotional Demands**
The job involves direct involvement, both in person and by telephone, with people whose personal circumstances or behaviour could place emotional demands on the jobholder or cause emotional upset. These are mainly users of the Organisation's services and the highest level of emotional demand could be described as "significant". This significant emotional demand is an integral feature of the job occurring frequently.

**Responsibility for People - Well-Being**
The jobholder has an impact on the well-being of individual, or groups of, people by the personal provision of a service direct to those who are receiving it. The jobholder also has a contributory responsibility for the development of the Organisation's policies and supporting procedures or practices in relation to the well-being of people, to meet changes in the social, economic, political or relevant legal or technical environment.

**Responsibility for Supervision/Direction/Co-Ordination of Employees**
The jobholder is not required to supervise or manage any Organisation employees. The job occasionally involves the demonstration of duties to, giving advice and guidance to, or the training of other employees, students or trainees.

**Responsibility for Financial Resources**
The job involves limited, or no, direct responsibility for financial resources. The work may involve occasionally handling small amounts of cash, processing cheques, invoices or equivalent.

**Responsibility for Physical, and Information Resources**
The jobholder's main responsibility for physical resources is for manual and/or computer information and he/she has to adapt, design, develop or procure information systems for use within his/her own service.

**Working Conditions**
The jobholder normally works indoors but he/she has regular exposure to very disagreeable, unpleasant or hazardous situations for a large proportion of the total working time. Serious verbal abuse, aggression or other anti-social behaviour from members of the public is an unavoidable, but occasional, feature of this job.
MAIN TERMS AND CONDITIONS OF APPOINTMENT

Post of: Domestic Energy Officer

A copy of the job description is enclosed

Salary

Salary £20,661 - £22,658 per annum. The successful candidate will be placed within the grade subject to qualifications and experience.

Car Allowance

This post attracts an essential car user allowance.

Hours of Work

The hours of work are 37 per week.

Holidays

Annual holiday entitlement is 25 days (30 days after 5 years service in Local Government), plus a further 8 bank and public day pro rata.

Sickness

Subject to certain qualifying criteria, you will receive your normal pay when you are off sick.

Pension

This is a Local Government Superannuation Scheme.

An enhanced disclosure and barring service check is required for this post

CLOSING DATE FOR APPLICATIONS IS: 12 November 2017

INTERVIEW DATE IS: 30 November 2017