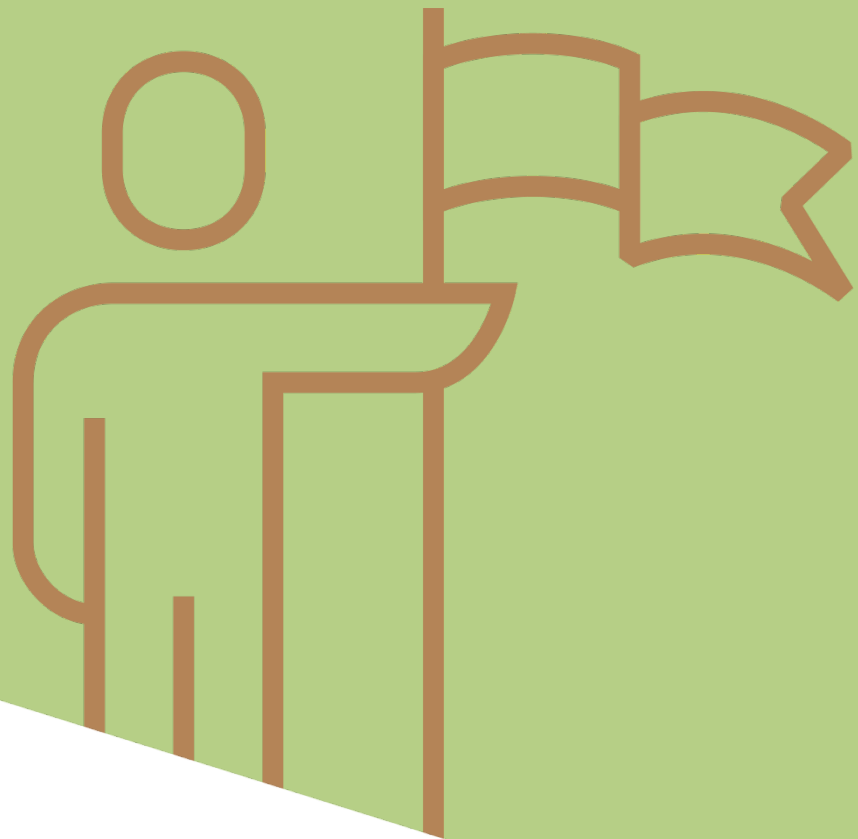


Home Energy Officer

Emp. ref		
Role profile		06/45
Joining date		x/x/xxxx
Last updated		25/08/2020





1/ Post

Role Details		Line Responsibility	Group responsibility
Name	<<<	None	WWCR
Title	Home Energy Officer		
Employer	West Wales Care & Repair		
Level	Delivery Lead		
Report to	Agency Manager		
Team	West Wales Care & Repair		

2/ Groups

Group	Role	Related Documents
I2i	Member/Contributor	Vision
		#1 Expect
		#2 DNA
		#3 Plan
		#4 Deliver
		#5 Assure

3/ Service Areas

The primary focus will be on the delivery of the following tasks and responsibilities [see Service Delivery Handbook for service area definition]

Ref	Service Outcome	Role
SA/36	<p><u>Customer Advice & Support</u></p> <p><i>Help customers to live independently and remain in their own home.</i></p>	<ul style="list-style-type: none"> • Provide a comprehensive person-centred advisory and support service to older people who are in or at risk of fuel poverty, or who wish to make improvements to the energy efficiency of their homes. • Provide specialist advice on works needed to improve home energy efficiency, reduce fuel consumption and other issues relevant to the householder’s fuel poverty, household income, health and well-being, safety and security. • Provide technical energy awareness and energy efficiency expertise for the agency, sharing good practice and accepting referrals from the casework team. • Establish a Care & Repair presence on local and/or regional fuel poverty and energy efficiency networks, and develop links with relevant community groups, local organisations and local authorities. • Deliver information and advice, talks, training sessions and presentations to other local groups on energy awareness and energy efficiency. • Promote the 70+ Cymru service through marketing and social media.



SA/37 SA/38	<p><u>Quick Response</u> <i>Getting people out of hospital/care into their own homes</i></p> <p><u>Adaptations</u> <i>Help people to adapt their homes</i></p>	<ul style="list-style-type: none"> Refer clients for additional Care & Repair services where they also need help with repairs, maintenance, falls prevention and/or adaptations,
Generally	<ol style="list-style-type: none"> Support all other service areas to achieve their outcomes where they require my input Continually review my service area outcomes to ensure they achieve the right outcomes, efficiently with great customer experience. Consistently demonstrate values of equality and diversity Take responsibility for my own personal development To undertake any other duties as required which are compatible with the requirements of the post 	

4/ Corporate Responsibilities

We all have a responsibility towards these “corporate” service areas

Ref	Service Outcome	Role
SA/17	<p><u>Strategy</u> <i>Clarity on how we will maximise our purpose</i></p>	Help develop and deliver the right strategic priorities to achieve our strategic aims
SA/19	<p><u>H&S</u> <i>We meet our legislative and regulatory H&S requirements</i></p>	Take personal responsibility to ensure that I and my team abide by the relevant legislation, the organisation’s H&S systems and common sense so that I, the public, my colleagues, customers and partners are safe and secure at all times
SA/20	<p><u>PR/Marketing & Communications</u> <i>Positive growth of our brand. The right messages to the right audience at the right time</i></p>	Make sure that communication with and from my team is effective and supportive to all. Promote our work with various audiences that support our Purpose, DNA and our strategic aims.
SA/22	<p><u>Performance management</u> <i>We know where we need to improve, where we are not compliant and where we are at risk</i></p>	Always seek to understand whether we are achieving our required outcomes, efficiently and with great customer experience and plan and deliver improvement and growth where identified through managed change programmes
SA/23	<p><u>Procure / Supplier Management</u> <i>To ensure we compliantly deliver Value for Money services</i></p>	Make sure my team abides by the procurement rules and systems established by ateb. Make sure that any procurement required achieves the right outcomes
SA/24	<p><u>Data analysis / Management</u> <i>Information is available at the right time and in the right format to deliver and improve services</i></p>	Coordinate the right data, with the right analysis to make sure that my service area outcomes and improvement actions are maximised. Use data to show the outcomes of strategic and operational change management



5/ Personal characteristics and attributes I will need to demonstrate

In addition to the attributes detailed or implied in my role profile, I will need to have/develop the following qualifications, skills, characteristics and/or experiences to fulfil my role:

Leadership Style	Characteristics and attributes
Technical Competency	Hold a HNC/HND Construction related qualification. Have a minimum of 2 years' experience of working in the home energy, construction, housing or other relevant technical sector with an understanding of building surveying, identifying defects and specifying remedies in relation to energy efficiency. Likely to have experience of providing advice and/or a casework service to customers, with direct or easily transferable skills for working with older/disabled people. Level 3 NVQ Award in Energy Awareness and or/ Level 4 NVQ Diploma in Advice and Guidance would be great. The ability to speak Welsh is desirable.
Decision making	Will be confident to make the right decisions to ensure the best service outcomes. Making decisions involving checks and comparisons, using personal/professional judgment and knowing when to seek advice.
People management	Willing to learn from others and share own experience and knowledge. Let team members know what is expected of them
Team working	Need to create the right environment for teamwork to thrive both internally and externally. Be able to lead and participate in teams effectively
Financial control	May have responsibility for purchasing, cash or stock and should be able to review and report on budgets as and when required.
Organisational skills	Will be able to effectively set own work plan and prioritise key tasks.
Innovation	Must show a desire to improve and challenge what we do to constantly improve our service outcomes, efficiency and customer experience. Identifies, plans and implements improvements within the team which support service delivery.
Customer service	Always aim to provide a great customer experience both internally and externally. I need to be able to demonstrate the importance of customer service to my team and colleagues by putting the customer first.
Project / process management	Project manage improvements within my and others service areas to ensure the desired outcomes are achieved. Takes responsibility for achieving individual objectives and contributing to team and group projects.
Enthusiasm	Show I am a self-starter and will bring my personal drive and positive attitude to help all find solutions to problems. Will be able to: promote and demonstrate our DNA at all times, to improve and grow our business. How will I make a difference?
Technology Competency	Confidently use ICT systems to deliver and improve my service delivery. In particular, I will have good knowledge of the Microsoft office suite of software and databases, using ICT systems within work setting; keeping up to date with training courses would be great. Knowledge of mobile working arrangements would be great.
Communication	Be able to promote good communication throughout the organisation (verbal, written, face to face), ensuring teams are involved, informed and engaged at all times Ability to speak Welsh would be great



6/ Terms and Conditions Summary

Full details of the terms and conditions for this role can be found in your Statement of Terms and Conditions. In return for undertaking the above role, Ateb will provide:

Term or Condition	Detail	Additional comments
Base Salary	£TBA	Per annum paid on the 28th of the month or the previous Friday if the 28th falls on a B/H, Sat or Sun.
Car user	Yes	Will need to have a car available for business use to travel to meetings etc., essential car user allowance payable and mileage reimbursed at HMRC standard rate.
Simply Health Scheme	Basic level contributions	The group offers a contributory health plan Simply Health, you can increase your cover to suit your needs subject to eligibility
Hours per week	21 Hours	A flexible working system is in operation depending on your particular role and service outcomes
Annual Leave	30 days (pro rata)	Plus 3 additional days the timing of which is at the discretion of the Group.
Place of work	Aberystwyth/Haverfordwest	A flexible working system is in operation depending on your particular role and service outcomes, but your usual base would be Haverfordwest/Aberystwyth. You will be required to work across Pembrokeshire & Ceredigion in order to perform your duties.
Learning & Development	Yes	We support our team to develop their learning
Wellbeing	Yes	A programme of team wellbeing activities
Pension	SHPS DC	Auto enrolment arrangements are in place. Defined Contribution Scheme contributions from a colleague will be matched up to an agreed limit set by board. (Limit as at 1/4/2018 – min 5% to max 10%)
Criminal Records Check	Yes	This post is subject to a criminal records check

7/ We agree the above represents my role within ateb

Parties	Signature	Date
>>>		
Ateb CE		

**The small print:**

@ Recruitment: We will seek evidence/examples through the application, interview and/or assessment centre process that you have the required skills, experiences, characteristics and attributes to succeed in this role. You will demonstrate this through a range of approaches e.g. qualifications, examples of experience, psychometric testing, evidence of training etc.

@ Induction: We will establish the key areas of support and/or any learning & development you will need to get you up and running

@ 1 to 1 reviews: We will discuss how you feel you are doing in delivering and developing your role and identify what improvements you want to achieve and what support you may need.