



Job Title: Sustainable Warmth Support Officer
Location: Hartlepower Energy Hub - Greenbank, Hartlepool TS24 7QT
Hours: 35 per week, with job-share possible.
A degree of 'unsocial' hours working will be required for which time off in lieu will be provided.
Work Pattern: 0900 – 1700 Monday to Friday
Contract term: 1 year permanent with review at the end of month 3.
Salary: £21,950
Reporting to: HBC project manager bi-weekly / Hartlepower board monthly

Overview

The Energy Hub in Stranton, Hartlepool is an initiative to support VCS(Voluntary and Community Sector) organisations and social enterprises in the town. Such support takes a number of forms including help with setting up/developing, fund-raising, choosing the right form of operating structure, marketing, planning ,monitoring and evaluation, accounting and the provision of affordable accommodation and meeting space and facilities such as printing, internet access and a Community Café.

The Sustainable Warmth Support Officer funded by Hartlepool Borough Council will be responsible for supporting the successful delivery of Energy Efficiency Measures to privately owned domestic properties in the Borough. The successful applicant will be responsible for the promotion of the scheme in targeted areas, providing advice and guidance, household assurance to ensure sign ups, encourage applications, provide support throughout the customer journey, provide crucial energy advice and 'after install' support. Pre and post install home visits will be required.

Purpose, Scope & Responsibilities of the role

- Provide support to the Council in the delivery of energy efficiency measures through the Sustainable Warmth Local Authority Delivery Scheme, phase 3 (LAD3) and subject to successful application Home Upgrade Grant scheme (HUG).
- Undertake targeted promotional activities alongside the Council
- Participate in publicity – for example by attending the Save Hartlepool Money events.
- Provide advice, guidance and support to residents to enable them to access appropriate funding to improve home energy efficiency.
- Help residents understand the benefits of the measures and support them through the application and installation process.
- Link with other means of support and signpost to other organisations who can assist with energy & financial savings.
- Carry out follow up visits after installs to ensure the measures are being used to optimise savings and/or improve thermal comfort.
- Provide access to the core team and entire network comprising anchor institutions, community organisations, residents' groups and commercial organisations.
- Provide representation at a Steering Group which will be established to oversee the operation of the project with attendance at meetings.
- Continuation of post-install support and advice and signposting as necessary
- Evaluation of project against KPIs

Person Specification

The Sustainable Warmth Support Officer must be able to demonstrate knowledge and if possible experience from the energy industry working for an installer or provider.

You would need to be knowledgeable and experienced with most of the common energy efficiency measures and generation technologies and be able to demonstrate their application which will include external wall, loft, heat pumps and solar panels.

The role will involve speaking to potential customers over the phone and in person so experience of dealing and working with customers will be essential.

Reporting and administration of the project is crucial as the project is KPI driven and reporting on progress is a very important part of your monthly duties.

You will need to have good IT and digital skills with experience working with all forms of PC applications including (but not exclusive to) MS Word, Excel, Outlook.

Presentations on a monthly basis will be required which will involve a meeting with the steering group to discuss progress and the project overall.

A full driving licence will be essential, transport will be provided in the form of an electric vehicle.

Corporate Responsibility

All employees are expected to:

- Recognise and respect the diversity of internal and external customers and assist accordingly.
- Ensure the values of Hartlepower are reflected in their work and that all services provided are delivered in line with the Vision, Mission and Core Values.
- Assist in the development of a 'Continuous Improvement' culture.
- Ensure compliance with all regulatory requirements.
- Manage risks and health and safety to protect customers, staff and other stakeholders.
- Attend such training courses, seminars, conferences and other learning and development events as the organisation may require.
- Act as an ambassador for Hartlepower and Our Power.
- Maintain confidentiality at all times.
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Flexibility

The nature of this business means that from time to time you may be asked to perform roles outside your original job description on an ad hoc basis. This allows the organisation to utilise its people in the best possible way at all times and helps employees to make their contribution in a changing environment.

Equal Opportunities

Hartlepower CIC is an equal opportunities employer committed to eliminating discrimination and encouraging diversity amongst our workforce.

To apply:

Please send a covering letter to tell us why you would like to take on the role and an up to date C.V.

Please send this via email to info@hartlepower.co.uk

Closing date: 6th March 2022

Following a review of applications, we will invite candidates for interview

If you have not heard from us please assume you have been unsuccessful on this occasion.