



## Supporting vulnerable Govanhill energy consumers

### Energy officer – part time (3 days per week)

#### Job description

- Project aims:** To support residents of Govanhill, in particular the most vulnerable gain control of their energy at home.
- The project will provide impartial advice on energy efficiency, fuel bills and fuel poverty. Residents will be supported to take achievable actions following face to face meetings at South Seeds office and where required, home visits to take meter readings or demonstrate heating controls.
- Reporting to:** Senior energy officer
- Responsible for:** Supporting the senior energy officer to deliver this programme. Support the South Seeds team to engage residents in all projects.
- Main relationships:** Residents, Govanhill Community Development Trust, energy suppliers' complaint teams, Warmworks, Home Energy Scotland and Govanhill Housing Association welfare rights team.
- Funded by:** Funded via the Energy Industry Voluntary Redress Scheme, [www.energiredress.org.uk](http://www.energiredress.org.uk).

#### Scope of the job

- Reports to senior energy officer
- Maintain integrity of face to face energy advice service
- Organise and participate in community engagement opportunities
- Develop and maintain relationships with partners
- Carry out data collection for evaluation and monitoring
- Promote all South Seeds services and opportunities

#### Duties and key responsibilities

- Provide a non-judgmental energy advice service for vulnerable residents. And in doing so, support residents to understand their bills, access the warm home discount, make complaints, manage energy debt and sort out key and card problems.
- Promote the energy service through co-organising and delivering a programme of regular engagement opportunities such as: meetings and events for residents and stakeholders in the area
- Work with clients so they can understand how to empower them to solve the same problem themselves, if it arises in the future. This may include: visiting their home to read the meter together, explaining a bill fully or demonstrating heating controls.
- Keep up-to-date with the energy saving support available, the eligibility criteria of energy efficiency schemes and fuel poverty payments
- Produce factsheets and promotional material where necessary

## Personal training and development

- Undertake appropriate training where necessary

<b>Person specification</b>		
	<b>Essential Requirements</b>	<b>Desirable Requirements</b>
<b>Professional / Educational Qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to degree level or with appropriate/relevant experience</li> </ul>	<ul style="list-style-type: none"> <li>• The possession of City and Guild qualification in Energy Awareness</li> </ul>
<b>Relevant work /other experience</b>	<ul style="list-style-type: none"> <li>• Experience in working with the public and community organisations to achieve outcomes</li> <li>• Experience of working with vulnerable people</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of installation of energy efficiency measures in homes</li> <li>• Experience of delivering a service in people's homes</li> </ul>
<b>Particular Skills/Abilities</b>	<ul style="list-style-type: none"> <li>• Ability to communicate effectively with members of the public, without judgment and while being aware of any cultural sensitivities</li> <li>• Ability to negotiate with individuals, organisations and local government officials to secure objectives</li> <li>• Ability to work with minimum supervision, to prioritise effectively and to meet tight deadlines</li> <li>• Ability to use all components of the Microsoft Office package</li> </ul>	<ul style="list-style-type: none"> <li>• Promotional and media skills</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Ability to foster a "can do" culture by actively seeking solutions to problems</li> <li>• Flexibility, enthusiasm and the ability to work as part of a small team</li> <li>• Ability to form productive working relationships with a wide variety of people from different organisations</li> <li>• Excellent verbal and written skills</li> </ul>	<ul style="list-style-type: none"> <li>• Self motivation</li> <li>• Innovative skills</li> <li>• Empathy</li> <li>• Ability to motivate others</li> </ul>
<b>Any additional job related requirements</b>	<ul style="list-style-type: none"> <li>• Personal commitment to the principles of sustainable development</li> <li>• Willingness to undertake occasional evening and weekend work</li> <li>• Willingness to undertake an Enhanced Disclosure check or join the PVG scheme</li> </ul>	<ul style="list-style-type: none"> <li>• Familiarity with the local area</li> </ul>

## **Terms and conditions**

*Full time hours are 37 per week. Your salary will be £23,000 per annum pro rata. You will work 22.2 hours a week over at least three days. South Seeds offer an employer's contribution to a personal pension scheme, of 5% of annual salary. You will be entitled to 34 days holiday per year (pro rata), this includes bank holidays. South Seeds encourages flexible working, and in return expects an ability to work occasional evening and weekend hours.*

*The contract will run for a year and may be extended. Your place of work will be the South Seeds office, on Victoria Road (Glasgow). South Seeds preference is that work is completed at a fixed time each week by agreement in advance.*

## **How to apply**

*Please complete the South Seeds application form available on our website and send it to [lucy@southseeds.org](mailto:lucy@southseeds.org) by 10am on Friday 14 February. We prefer to receive applications in an electronic format, so we can be assured you know how to use email effectively and the applications can be shared with the interview panel electronically. Please note that the interview panel will only shortlist applications on the information contained within the application form.*

*Interviews are planned for Monday 24 February 2020, and we will endeavour to inform those selected for interview by 5pm on Tuesday 18 February.*

*If you would like to speak to someone about this post, please call the South Seeds' project manager, Lucy Gillie, on 07790 119021 (available anytime, including evenings and weekends).*

**South Seeds, 514 Victoria Road, Glasgow, G42 8BG.  
T: 0141 636 3959 E: [info@southseeds.org](mailto:info@southseeds.org) [www.southseeds.org](http://www.southseeds.org)**