



## Supporting vulnerable Southside 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 Housing Association staff and tenants, energy suppliers' complaint teams, Glasgow SE Foodbank, Home Energy Scotland and South Seeds staff.
- Funded by:** The Trussel Trust and Glasgow SE Foodbank.

#### Scope of the job

- Report to senior energy officer
- Maintain integrity of South Seeds face to face energy advice service
- Support Govanhill Housing Association to assist their tenants out of fuel poverty
- Organise and participate in community engagement opportunities
- Maintain the appointments diary
- 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.
- Assist Govanhill Housing Association to reconnect residents who are disconnected from their gas supply.
- 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 face to face with clients to empower them to solve their energy problems. This may include: visiting their home to read the meter, 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, case studies 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>• 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 £26,000 per annum pro rata. You will work 22.5 hours a week over at least three days (each day is 7.5 hours). 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 until 30 November 2025 and may be extended depending on funding. Your place of work will be the South Seeds office, on Victoria Road (Glasgow) for two days a week and Govanhill Housing Association on Coplaw Street 10 minutes' walk away for one day a week.*

*South Seeds preference is that work is completed in the office 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 to [poppy@southseeds.org](mailto:poppy@southseeds.org) by noon Monday 1 April 2024. We prefer to receive applications in electronic format, so we can be reassured you know how to use Microsoft Office and email effectively. Interviews are planned for Thursday 11 April and we will inform those who have an interview by Friday 5 April.

If you would like to speak to someone about this post please call South Seeds on 0141 636 3959 and request to speak to Poppy (available weekdays 9am-5pm). If you would like to speak to someone after those hours, please email [poppy@southseeds.org](mailto:poppy@southseeds.org) to arrange a call time.

*Expected start date – we are looking for candidates who can start early May.*

**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)**