

## **JOB DESCRIPTION**

**Job Title:** Affordable Warmth Team Leader

**Location:** Mainland Argyll & Bute or Lochaber, location flexible with agreement of ALLenergy Manager.

**Salary:** £28,144 - £29,768

**Hours:** 35 hours per week, 32 days leave per year. Some evening and weekend work may be required occasionally, for which Time Off In Lieu can be taken.

**Reporting to:** ALLenergy Manager

**Qualifications:** No minimum prescribed but a degree or similar qualification in a fuel poverty or energy related subject, and City and Guilds Energy Awareness course (6281-01), would be an advantage.

**Skills:** Candidates must demonstrate all of the following:

- ability to communicate clearly and professionally verbally and in writing
- ability to work constructively and to empathise with a wide range of types of people
- good negotiation skills and an ability to achieve consensus with partners
- ability to manage multiple programmes of work to deadline
- good problem solving
- a clear understanding of pertinent fuel poverty issues and a passion for sustainable energy
- ability to work to own initiative, without day to day supervision
- ability to organise and prioritise workloads for self and Team members
- computer literacy – particularly Word, Excel and Powerpoint
- ability to encourage and foster team cohesion
- ability to seek out and pursue funding and networking opportunities and initiatives
- ability to manage client and staff expectations

**Experience:** Candidates should be able to demonstrate the following:

- awareness and understanding of fuel poverty issues (essential)
- knowledge of renewable energy and energy efficiency issues (essential)
- experience in offering advice and support and providing advocacy to individuals (essential)
- experience of conducting home advice visits and home energy checks (essential)
- an understanding of benefits systems and related application processes (desirable)
- experience of partnership working, networking and developing productive relationships with stakeholders (essential)
- preparation of project plans and reports to deadline (essential)
- experience of public speaking (essential)
- management of project databases (desirable)
- experience of working with communities to develop and deliver projects & initiatives (desirable)
- experience of working with the media (desirable).
- experience of successfully applying for project funding (desirable)

**Car Use:** Full driving license required. Car ownership and use is required; T&S costs will be covered.

**Main Job Functions and Activities:**

The Affordable Warmth Team Leader will ensure delivery of all the Affordable Warmth projects, by working with ALIenergy's current staff and a range of partners and stakeholders.

Duties include:

- 1) Managing the Affordable Warmth team and assisting Management by:
  - a) Assisting with any advisor recruitment procedures.
  - b) Providing an induction to all new recruits.
  - c) Providing support and mentoring to all Advisors.
  - d) Keeping all staff performance reviews up-to-date.
  - e) Providing Return to Work Interviews when staff off sick.
  - f) Liaising with Management over any staff issues.
- 2) Managing the Affordable Warmth programme on a day to day basis and ensuring there is a coordinated approach, with support from Management, by
  - a) Preparing and updating project plans, job plans and work programmes.
  - b) Co-ordinating diaries, locations and logistics on a daily basis.
  - c) Allocating client referrals to appropriate team members, based on current caseload, location of client, and query.
  - d) Managing lone working via detailed calendar entries and awareness of each Advisor's location.
- 3) Overseeing project budgets and expenditure, together with Management.
- 4) Managing the Affordable Warmth team to deliver the following activities, whilst also sharing these activities by taking on some client casework of your own:
  - a) Providing free, impartial and confidential face to face advice, support, assistance, coaching and mentoring on income maximisation, energy efficiency, budgeting, tariffs etc. to vulnerable clients identified and referred to ALIenergy by our volunteers and a range of partner and stakeholder organisations including Council and NHS staff, community organisations and others.
  - b) Conducting home visits and energy efficiency surveys (as virus restrictions allow).
  - c) Contacting energy suppliers on behalf of vulnerable clients and helping them to access appropriate tariffs, schemes, and discounts.
  - d) Helping households to access relevant schemes that improve home energy efficiency and hand holding them through the process.
  - e) Developing, promoting and delivering training workshops, talks and presentations to health and social care workers, carers and support organisations, and community groups, on recognising people in fuel poverty and how to help them.
  - f) Recruiting, training and supporting community volunteers so that they can identify and support people in their community who are in fuel poverty.
  - g) Promoting and supporting networks of trained professionals, support workers, groups and volunteers who can provide initial help to vulnerable people in fuel poverty, refer them for specialist assistance and support them through their journey.
  - h) Preparing guidance material and information resources for health/social care professionals, individuals and carer groups to use
  - i) Ensuring a cohesive marketing strategy is employed including website text and layout, newspaper adverts, advertorials, Twitter and Facebook updates, monthly e-newsletter etc.
  - j) Ensuring that the team's knowledge and CPD training is kept up-to-date, including arranging internal and external training.
  - k) Ensuring that all administrative tasks are carried out.

- 5) Preparing for and attending relevant stakeholder meetings and events to nurture and create supportive networks and links, such as: Argyll and Bute Council's Energy Efficiency Forum, Strategic Housing Forum, Financial Inclusion and Advice Group, Child Poverty Action Group, local groups including Living Health Networks and national groups including Highlands and Islands Housing Associations Affordable Warmth Group and Energy Action Scotland..
- 6) Ensuring our client database on Better Futures is completed by advisors and case details maintained appropriately.
- 7) Ensuring that monitoring of outcomes and indicators, as required by project funders, is undertaken and reported.
- 8) Ensuring that all Board and funding reports are prepared and delivered accurately and timeously.
- 9) Preparing project funding applications, and regularly checking on current and potential funding opportunities.
- 10) Responding to all relevant consultations.
- 11) As a member of ALLenergy's Management Team, input to:
  - a. Oversight of project and organisation's budgets, including reporting to Board and funders
  - b. Promoting external relations, developing key partnerships and representing ALLenergy at key events and forums
  - c. Participating in funding opportunities including writing bid applications and managing deadlines.
- 12) Preparing Affordable Warmth Team agendas; taking, writing up and circulating minutes of Team meetings; scheduling and booking meeting dates and venues.
- 13) Collating the Team's monthly reports; to then produce and circulate Team and public monthly updates.
- 14) Ensuring that all administrative tasks relevant to the post are carried out regularly and comprehensively (e.g. including all expenses receipts), and that deadlines are met.
- 15) Carrying out relevant tasks as requested by the ALLenergy Management Team and Board Directors, such as regularly updating lone working procedures and risk assessments.