

JOB DESCRIPTION



NORTH
NORFOLK
DISTRICT
COUNCIL

Energy Officer (post 2419)

Service Area:

Housing Strategy

Manager/Team Leader:

Housing Strategy and Delivery Manager

Direct reports:

N/A

Total Managed:

N/A

Purpose of the Role

The Energy Officer will lead on the actions taken by the Council to improve energy efficiency of homes in the district. The Energy Officer will link residents and landlords with approved contractors and funding. The focus will be on low income households to ensure energy efficiency improvement works also reduce fuel poverty.

Key Result Areas

1. Working with Norfolk Warm homes produce a clear 'offer' to low income households (and landlords) to improve energy efficiency.
2. Ensure the Council (working with Norfolk Warm Homes) actively promotes energy efficiency measures in the district to residents and landlords including working with the district's country estates.
3. Working with Norfolk Warm Homes and other partners consider an accreditation scheme for contractors (to develop capacity and promote local employment).
4. Use the Building Research Establishment Stock Condition database and other data sources to target properties/households for energy efficiency improvement works.
5. Use knowledge of funding criteria and building construction/existing energy sources to ensure target properties/households are eligible for grant and so avoid disappointment and wasted officer time. Visit applicants to inspect property and advise on energy efficiency retrofit options suitable for their home. Support applicants to complete grant applications and to provide necessary supporting information.

6. Maintain contact with approved contractors able to carry energy efficiency work. Be aware of capacity and supply chain issues and use this knowledge to manage customer expectations. Ensure applicants are aware that the installation of energy efficiency works will involve some disruption. Liaise with contractors to help ensure disruption is kept to a minimum and to deal with any unforeseen problems.
7. Seek feedback following completed works and use the feedback to improve the grant application and installation process for future customers.
8. Using the Council's InPhase system establish and update monthly statistics on applications approved, works completed and spend against available grant.
9. Establish contacts with other partners including RPs, country estates and the Eastern Landlords Association and use these contacts to support and promote energy efficiency measures in affordable and market rent homes
10. Identify funding for energy efficiency works from government and other bodies ensuring the Council bids (on its own or in partnership) for funding available to local councils that will enable the Council to provide more grants for energy efficiency works.
11. Inform partner organisations of funding sources available to them. Provide support to partners with bids for funding that will benefit households in the district.
12. Establish and maintain the Council's eco-flex statement. Approve applications submitted by contractors for households eligible under the terms of our eco-flex statement.
13. Any other work required and as directed within the confines of the post.
14. To take responsible care for the health and safety of yourself and other persons who may be affected by your actions.

PERSON SPECIFICATION



**NORTH
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DISTRICT
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Energy Officer (post 2419)				
		Essential	Desirable	How Identified
Knowledge and Experience	Experience of providing support to customers in order to access a service.	✓		Application form*/ Interview
	Experience of writing clear and concise reports.	✓		Application form*/ Interview
	Experience of using research techniques and analysing data.	✓		Application form*/ Interview
	Experience of using targeted publicity to raise awareness.		✓	Application form*/ Interview
	Experience of working with a range of households including elderly and vulnerable households.		✓	Application form*/ Interview
	Experience in the installation of energy efficiency works to residential property.		✓	Application form*/ Interview
	Experience of bid writing and submission.		✓	Application form*/ Interview
Qualifications	Educated to A level standard or equivalent and have a GCSE or equivalent in English and Maths.	✓		Application form
	Full driving licence.	✓		Application form
	Degree or diploma in a housing or construction related discipline.		✓	Application form

Energy Officer (post 2419)				
		Essential	Desirable	How Identified
Training	Able to identify gaps in knowledge and skills relevant to job and source suitable training or other learning.	✓		Interview
Skills	Project management – able to manage and deliver a number of concurrent work streams.	✓		Application form/ Interview
	Good negotiating skills - able to manage a range of contacts with tact and sensitivity.	✓		Application form/ Interview
	Able to use a range of IT systems for report writing, data analysis, performance reporting, etc.	✓		Interview/ Test
	Able to problem solve and to find solutions that deliver results.	✓		Interview
Aptitude and Disposition	Customer focus – determined to meet reasonable expectations of customers.	✓		Application form*
	Able to understand complex information and explain to a range of audiences.	✓		Interview/ Test
	Results focussed.	✓		Application form*
	Pro-active – willing to make decisions in order to achieve results.	✓		Application form*
	Team work – able to support others to get the job done.	✓		Application form*
Personal Circumstances	Able to attend meetings/site visits outside of normal working hours.	✓		Application form
	Have access to personal transport.	✓		Application form

*In order to assess this from the application form we require you to provide an example