



ROLE PROFILE

Job Title: Specialist (Home Renewables Advisor, HES) **Department:** Energy Advice & Advocacy

Job Holder: **Date:** June 2020

1 MAIN PURPOSE OF THE ROLE

The post holder will provide specialist advice and support to households, encouraging the installation of renewable, energy efficiency and other low carbon technologies. This will be achieved via in-depth support, including home visits, telephone advice, events, written reports and follow-up activity.

2 SCOPE OF ROLE (Key Accountabilities)

- Deliver advice through in-home visits and remote support to provide customers with bespoke advice on energy efficiency and renewable technologies
- Build good relationships with customers providing end to end delivery support
- Provide advice on area of specialism to ensure compliance with relevant policy, procedures, contractual and legislative obligations
- Actively promote the service through various channels

The post holder will:

- Delivering expert advice to customers, including carrying out home visits and delivering specialist advice over the phone, at presentations and events
- Prepare reports and recommendations in line with standards and guidelines
- Support the team with training and coaching in your specialist subject area
- Provide ongoing support and advice to customers to support them through their journey
- Achieve all agreed targets and objectives
- Positively represent the service at appropriate meetings, conferences and seminars
- Plan and organise tasks ensuring activities complement business plans and contractual requirements
- Prepare documents, presentations and other materials to a clear brief using established formats
- Support the marketing team to identify and develop promotional opportunities
- Maintain professional relationships with customers and stakeholders
- Maintain up to date knowledge of relevant areas, ensuring accurate and relevant advice is given to customers
- Take responsibility for your own learning and development, actively participating in relevant training opportunities
- Work positively with colleagues to share knowledge, best practice and ideas to continually improve our service
- Maintain all associated administration and compliance requirements related to the delivery of the service

3 EXPERIENCE, QUALIFICATIONS AND SKILLS LEVEL

- Able to demonstrate the competencies required to undertake this post.
- A degree in a relevant subject or equivalent experience
- City and Guilds Energy Awareness level 3
- City and Guilds Renewable Energy in the Home or equivalent
- Domestic Energy Assessor qualification
- Effective verbal and written communication skills to ensure effective reporting and customer service
- Effective interpersonal and relationship building skills
- Effective in the use of technology, relevant systems and key software packages
- Demonstrable knowledge and experience in delivering energy efficiency and renewable energy advice
- Analytical and problem solving capability
- Able to use initiative and judgement to resolve problems
- Personal resilience
- Able to plan or schedule work over days and weeks and respond to changing pressures or requirements

4 ADDITIONAL REQUIREMENTS

- Health, safety and wellbeing are key aspects of all posts and it is vital that the post holder has key responsibilities for promoting the health, safety and wellbeing of themselves, clients and colleagues
- Role model for Equality, Diversity and Inclusiveness
- Subject to appropriate security and background checks.
- All Wise Group colleagues should exhibit environmental awareness and adhere to our ISO 14001 management framework
- Individuals are expected to behave in a manner that exhibits the Wise Group values of nurturing positive relationships, acting with integrity, driving growth and engaging through communication.
- Work flexibly to meet business needs
- A full UK driving licence is essential