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The Energy Agency is a dynamic organisation and independent charity, promoting energy efficiency awareness and renewable energy in the domestic, business and community sectors throughout South West Scotland.

The Energy Agency has held the contract to manage the Home Energy Scotland advice centre for South West Scotland since 2008. The South West centre is one of the network of five centres in Scotland; these are funded by the Scottish Government and managed by the Energy Saving Trust.

Our Home Energy Scotland South West Advice Centre covers the local authority areas of North, South and East Ayrshire and Dumfries & Galloway.

The Energy Agency delivers a variety of contracts, including Home Energy Efficiency Programme for Scotland: Area Based Schemes for local authorities in south west Scotland and education work covering all aspects of advice on energy efficiency, micro generation and sustainability in North, South and East Ayrshire and Dumfries and Galloway. The Energy Agency is committed to reducing our own energy, water and materials waste, thereby improving our overall efficiency.

# JOB DESCRIPTION

**Post Title** Outreach and Partnership Officer

**Salary** £24,601 (SCP 43) per annum plus contributory pension.

**Contract Length** To 31st March 2022 with potential extension

**Workplace** Energy Agency, Watson Peat Building, Auchincruive, Ayr, KA6 5HW (Currently Home Working as per government guidelines)

**Responsible to** Local Promotions (Marketing) Manager, Home Energy Scotland Advice Centre South West (or as delegated within the advice centre Management Team).

**Primary Purpose** The Outreach and Partnership Officer is a member of the advice centre’s Marketing and Partnerships Team. They will promote national fuel poverty programmes to public bodies, voluntary organisations and community groups with the aim of securing referrals to the programmes as well as encouraging locally based energy efficiency and related projects. They will deliver training and events, online and face-to-face, and attend meetings with partners, stakeholders and groups to promote our Home Energy Scotland service.

**Key tasks for which the post holder will be responsible and accountable:**

**The Outreach Officer will be responsible for:**

* Building and maintaining relationships with community groups, local energy projects and organisations to secure household referrals to energy efficiency and fuel poverty programmes
* Delivering accurate and impartial advice on energy efficiency, affordable warmth, renewable energy and low carbon personal transport to householders, community groups and organisations. including the delivery of relevant Scottish Government programmes and other offers/schemes available
* Delivering events, displays, presentations and workshops to the public and stakeholders. This will include Employee Engagement workshops
* Providing information and, where appropriate, making referrals on behalf of customers to grants, subsidies and other sources of funding for the installation of energy saving measures, including those relating to the fuel poverty and other relevant Scottish Government programmes
* Providing information on benefits, tax credit checks, social tariffs and, where appropriate, making referrals to organisations to allow clients to access these
* Ensuring that information and data entered into the customer relationship database is accurate and efficiently maintained
* Maintaining an up to date working knowledge of sustainable energy matters, fuel poverty and keeping the relevant information, literature and documentation available for review

**Principle Accountabilities**

1. To provide advice in accordance with the standards set out in the Home Energy Scotland advice centre contract and the various Operating Procedures.
2. To contribute to ensuring that performance targets set by the Advice Centre and the Energy Saving Trust in respect of the service are met.
3. To contribute to the maintenance of partner, stakeholder and customer relationships to assist in every way possible for each to take action.
4. To liaise with colleagues, and work under the direction of the Advice Centre Management Team, to ensure that partners, events and opportunities for promoting the Home Energy Scotland advice network are maximised and delivered effectively.
5. To respond appropriately in respect of any agreements signed with local partners within the advice network.
6. To undertake any other duties appropriate to the post, as instructed by senior staff.
7. To build and maintain relationships with local organisations in order to secure referrals from them to national fuel poverty programmes.
8. To build and maintain relationships with local organisations in order to encourage energy related projects.
9. To respond appropriately in respect of agreements signed with local partners within the advice network.

This job description contains a broad outline of the main duties and responsibilities of the post and may be altered following further decisions being taken by EST and the Energy Agency. A flexible approach in the discharge of the duties of the post is therefore essential.

**Working Hours**

The standard working week is 35 hours Monday to Friday. There are occasional requirements to work evenings or weekends, time off in lieu will be granted for these.

**Travel**

The post holder will be required to travel within the entire South West region. Travel to other areas of Scotland and to other parts of the UK may be required occasionally.

**Staff Responsibilities**

The Outreach and Partnership Officer will have no staff responsibilities.

## Terms and Conditions

The post holder is employed by the Energy Agency and the organisation’s standard terms and conditions of employment apply.

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| Qualifications | Essential | Desirable |
| * HND or equivalent and work experience in a similar field | ✓ |  |
| * Degree or equivalent work experience involving networking in the private, community or public sector |  | ✓ |
| Job related skills and attributes |  |  |
| * Excellent telephone, online and customer engagement skills | ✓ |  |
| * Ability to work with, and establish and/or continue network activity with, public, community and voluntary organisations | ✓ |  |
| * Excellent verbal and written numeracy and communication skills; able to engage with people at all levels | ✓ |  |
| * Good presentation skills | ✓ |  |
| * Computer literacy and data input skills | ✓ |  |
| * Ability to work with minimal supervision | ✓ |  |
| * Ability to achieve goals and work to deadlines | ✓ |  |
| * Fast learner | ✓ |  |
| * Strong commitment to quality | ✓ |  |
| * Good team worker | ✓ |  |
| * Ability to travel easily across all areas | ✓ |  |
| * Knowledge of energy issues relating to the domestic sector |  | ✓ |
| * An understanding of social and environmental issues |  | ✓ |
| * A commitment to environmental issues |  | ✓ |
| * Knowledge of the local area |  | ✓ |
| * City & Guilds 6176 in Energy Awareness |  | ✓ |
| * Full driving licence | ✓ |  |
| **Experience** |  |  |
| * Experience in working with voluntary and community organisations | ✓ |  |
| * Use of computerised data management system | ✓ |  |
| * Experience of working in a customer focused organisation | ✓ |  |
| * Experience in working in an environmental or energy related field |  | ✓ |

**Closing Date: 08 August 2021**

**Formal interviews: w/c 16 August 2021**

**Venue:** Interviews may take place via Zoom depending on lockdown guidelines at the time

If face to face: Energy Agency Offices, Watson Peat Building, Auchincruive, Ayr KA6 5HW

This will be confirmed on the interview invite