** ENERGY AGENCY**

Based near Ayr, this dynamic organisation, an independent charity, promotes energy efficiency, renewable energy and sustainable transport in the domestic, community and business sectors throughout South West Scotland.

The Energy Agency currently manages the delivery of Energy Efficient Scotland: Area Based Schemes for South Ayrshire, East Ayrshire and Dumfries & Galloway Councils. The Area Based Schemes are energy efficiency programmes funded by Scottish Government, typically large construction projects involving the installation of external wall insulation applied to multiple houses of mixed tenures.

The Energy Agency also delivers a variety of other contracts, including the Home Energy Scotland advice service and education work covering all aspects of advice on energy efficiency, micro generation and sustainability throughout Ayrshire and Dumfries and Galloway.

The Energy Agency is committed to reducing our own energy, water and materials waste, thereby improving our overall efficiency and sustainability.

# INTRODUCTION

The Energy Agency requires an experienced Project Liaison Officer to join an existing team delivering Area Based Schemes (ABS) in Ayrshire and Dumfries and Galloway.

The Project Liaison Officer will work with a team of Project Coordinators and Projects Assistant delivering energy efficiency programmes on behalf of Councils.

The Project Liaison Officer will assist the team in managing customer relations by helping to support and add value to communication activities between householders and contractors. The role involves assistance, team working, prioritising and organising tasks.

The Project Liaison Officer will also maintain a working knowledge of energy efficiency programmes and assist with the development of high-quality projects such as LA Flex Schemes under ECO-4 and any new work streams.

# JOB DESCRIPTION

**Post title:** Project Liaison Officer

**Salary:** £23,305 (SCP37) per annum plus contributory pension

**Hours:** Full time (35 hours per week)

(applications for a Part Time role will be considered)

**Contract length:** Temporary post to 31 March 2023

**Workplace:** Energy Agency, Watson Peat Building, Auchincruive, Ayr KA6 5HW

**Responsible to:** ABS Project Manager

**Primary Purpose:**

1. To provide high quality support to the ABS Team to ensure effective delivery of the energy efficiency programmes.
2. To provide support to householders by working with contractors, housing providers and Councils.
3. To assist with various ABS activities such as customer relations, reporting, advice, data processing and monitoring.
4. To assist the Project Manager with the development of existing programmes and new work streams.
5. To work collaboratively with other team members within the Energy Agency delivering energy efficiency and sustainability across South West Scotland.

## Primary responsibilities:

The Project Liaison Officer will be responsible for:

* Assisting with the development and delivery of marketing strategies and preparing mailings to potential customers.
* Arranging and carrying-out customer sign-up activity, eligibility checks and maintaining a knowledge of eligibility requirements under ABS and ECO-4.
* Assisting the Project Coordinators in building and maintaining relationships with all customers and supporting them through the process from survey to post-installation of energy efficiency measures.
* Helping to maintain effective relationships with contractors to ensure efficient delivery of quality energy efficiency measures.
* Maintaining a record of snagging and complaints and keeping the Project Coordinators up to date. Helping to gather evidence from contractors, funders or any other relevant party to assist Project Coordinators in responding effectively to complaints.
* Attending regular contractor site meetings.
* Attending community meetings where householders have been invited to attend sign-up events.
* Assisting the Project Manager with the review of existing procedures and the development of new work streams.
* Working in partnership with the other Energy Agency staff to support events, displays, presentations and reports.

## Other Responsibilities

* Handling and responding to customer enquiries through face-to-face meetings, telephone calls and written correspondence.
* Providing information and, where appropriate, making referrals on behalf of customers to other sources of funding for the installation of energy saving measures, including those relating to national Fuel Poverty Programmes.
* Ensuring that information and data entered into the customer relationship database is accurate and efficiently maintained.
* Maintaining effective customer relationships to assist customers to take action upon advice provided, including follow up work and liaison with partners.
* Maintaining an up to date working knowledge of sustainable energy matters and fuel poverty.
* Undertake any other duties as appropriate as instructed by senior staff.

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 the Energy Agency. A flexible approach in the discharge of the duties of the post essential.

## Working Hours

The Full Time post will include a standard working week of 35 hours, Monday to Friday, however there will be a requirement to work out with those hours on occasion, for which time off in lieu at normal time will be granted.

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| **Qualifications** | Essential | Desirable |
| HNC in a relevant subject |  |  |
| Demonstrable experience of working on energy related projects, or on construction projects |  |  |
| City & Guilds 6176 in Energy Awareness |  |  |

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| **Job related skills and attributes** | Essential | Desirable |
| Ability to work to a high standard on multiple projects simultaneously. |  |  |
| Excellent telephone and customer engagement skills |  |  |
| Ability to work with contractors, householders and other stakeholders. |  |  |
| Technical knowledge of energy efficiency solutions for houses, especially in retrofit situations |  |  |
| Excellent planning and organisational skills, with ability to prioritise whilst working under pressure. |  |  |
| Excellent time management skills with ability to deal with conflicting priorities. |  |  |
| **Job related skills and attributes, *continued*** | Essential | Desirable |
| Excellent verbal, numeracy and communication skills; able to engage with people at all levels |  |  |
| Computer literacy and data input skills |  |  |
| Ability to work with minimal supervision |  |  |
| Ability to achieve goals and work to deadlines |  |  |
| Strong commitment to quality |  |  |
| Good team worker |  |  |
| Ability to travel |  |  |
| 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 |  |  |

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| **Experience** | Essential | Desirable |
| Experience in customer relations. |  |  |
| Experience of working with contractors/suppliers. |  |  |
| Experience of working on multiple and complex projects simultaneously. |  |  |
| Experience in working in an environmental or energy related field |  |  |
| Use of computerised data management systems |  |  |
| Experience of working in a customer focused organisation |  |  |

**Closing Date: 15 May 2022**

**Interviews: 24 May 2022**

**Venue: Energy Agency Offices ,**

 **Watson Peat Building, Auchincruive, Ayr, KA6 5HW**