



Walsall Council

**JOB DESCRIPTION
(JD)
AND EMPLOYEE
SPECIFICATION (ES)**
Standard Template

JOB TITLE:	Fuel Poverty Assistant		
GRADE:	G4	SERVICE AREA:	Housing Standards & Improvement
JOB CODE:		LOCATION:	Civic Centre
REPORTS TO:	Project Officer Housing		
SPECIAL CONDITIONS:	<p>Out of hours working may occasionally be required</p> <p>To communicate verbally with customers and provide advice and /or information in accurate spoken English.</p>		

1. Main purpose of the job role:

To gather information and process all documentation required to provide assistance (financial and advice) to improve the housing environment for those in or at risk of fuel poverty. This may include undertaking visits to resident's homes and or local venues to promote the scheme(s).

MAIN ACTIVITIES:

1. To assist in implementing the councils procedures in relation to tackling Fuel Poverty including provide an effective customer focused service at all stages of the application process based on the information supplied and in-line with the application process(es) including checking submitted paperwork, quotations, processing payments, liaising and signposting to relevant agencies on behalf of the applicant.
2. To liaise with internal and external agencies and services, such as Money Home Job colleagues, Walsall AgeUK, builders, Social Workers, architects, landlords and landlord forum to help promote the Tackling Fuel Poverty Agenda and secure funding.
3. To provide a range of general administrative services to the Housing Standards and Improvement Service including but not limited to minute / note taking, filing, scanning updating and reporting on digital case records.
4. To provide support for Housing Standards and Improvement Officers, Home Energy Officer and Empty Homes Officer including accompanied viewings of homes and sites including but not limited to welfare visits for unauthorised encampments and production of basic paperwork and creating, updating and maintaining case files accurately and effectively including digital records.

5. Where required visiting residents in their homes to provide the above and advice on housing standards and improvement matters for example but not limited to advice about damp and mould and home insulation and heating.

Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the postholder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.

This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.

JOB TITLE: Fuel Poverty Assistant		GRADE G4	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.		Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours:			
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.		A/I/T	3
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.		A/I/T	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.		A/I/T	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.		A/I/T	3
Abilities/Skills: (refer to JE guidance document)			
Demonstrate good communication skills both written and verbal		A/I/T	3
Demonstrate good literacy and numeracy skills		A/I/T	3
Be able to carry out home visits to collect relevant information from persons seeking financial assistance.		A/I	3
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.			
Knowledge and experience of delivering basic energy advice to residents including: Fuel switching, insulation, fuel poverty, EPCs.		A/I/T	3
Knowledge of funding streams to tackle fuel poverty and experience of assisting residents to secure available funding.		A/I/T	3
Experience in a Housing based customer focused role. Applicants with less experience will be considered provided they can satisfy the above criteria.		A/I/T	3
Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.			
GCSE or equivalent in English Language and Mathematics and Level 3 Award: Energy Awareness. Appropriate experience will be considered in the absence of formal qualifications.		A	
Other Essential Requirements			
An awareness of, and commitment to, equality of opportunity		I	3
Awareness of, and commitment to, confidentiality and handling data		I	3
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