**Energy Projects Plus: Job Description**

**Post: Assessor (Warmer Wirral)**

**Reports to**: Operations Manager

**Works with**: (i) colleagues in the Customer Engagement Team

(ii) colleagues in the Warmer Wirral Project Team

**Introduction:**

The Assessors will be part of a team undertaking door to door visits to householders in target areas of Wirral to offer a range of services, including energy advice.

**Responsible for:**

* Working in target areas of Wirral on a door to door basis to make contact with householders, including posting and leafleting in advance of calls and call-backs as required.
* Representing the Warmer Wirral project to householders, explaining the nature of the project, the benefits to householders and providing information.
* Accurately and legibly recording of information on standard forms including property details and referrals for advice and support.
* Collation of completed documents and complying with arrangements for their handover/transmission to the Project Office for inputting and processing.
* Assisting in the marketing and promotion of the project as required; including undertaking community engagement activities e.g. meeting community groups, placing posters, supporting at events and workshops.
* Participating in training courses and performance monitoring and compliance with prescribed Advice Standards.
* Upholding the reputation of the Charity; through efficient and effective service performance and presenting a high standard of professionalism and customer care.

**Principal Accountabilities**:

* Explaining the project to householders on the door step
* Recording of information on standard forms
* Meeting deadlines and targets

**Special Characteristics of the Post:**

* £8 per hour plus expenses and travel.
* Full training will be provided.
* Individual assessors will be able to vary the hours and times worked to suit their personal circumstances, subject to prior agreement and attendance for core hours.
* Assessors will be provided with outdoor work wear and equipment as required.
* Energy Projects Plus is an Equal Opportunities Employer.

**Assessor**

**Candidate specification**

|  |  |  |
| --- | --- | --- |
| **Factor** | **Requirement** | **Method of assessment** |
| Qualifications | A good standard of education would be desirable however this post requires practical experience of customer engagement. Experience of undertaking door to door assessments would be particularly valuable. | Application form/verification |
| Experience | **Essential**:  experience of customer engagement work  **Desirable:**  experienced in conducting door to door surveys, | Application form/ interview/  references |
| Knowledge & skills | **Essential**:  good inter-personal skills applied in a customer service environment, demonstrating empathy and consideration | Application form/ interview |
| **Essential**:  Good face to face communication and presentation skills | Application form/ interview |
| **Essential**:  ability to work with minimum supervision and meet deadlines and targets | Application form/ interview |
| **Desirable**:  knowledge of energy efficiency | Application form/ interview |
| **Desirable**:  knowledge of local area | Application form/ interview |
| Personal qualities | **Essential**:  honest, trustworthy and reliable | Interview/ references |
| **Essential**:  enthusiastic and positive approach including strong work ethic | Interview/ references |
| **Essential**:  good team member, self motivated | Interview/ references |
| **Essential**:  a mature outlook, personable and well presented, outgoing, helpful and friendly attitude | Interview/ references |