

Nottingham Energy Partnership

Job Description

Post Title:	Affordable Warmth Development and Training Coordinator
Department:	Affordable Warmth
Salary:	£25,450 - £28,700 p.a. (dependent on meeting the criteria)
Responsible to:	Affordable Warmth Programme Manager
Supervision:	Line management responsibility for up to 2 staff
Hours:	Full Time 37.5 Hours per week

JOB PURPOSE

The Development and Training Coordinator will be responsible for developing and managing key NEP projects whilst looking for new opportunities to further expand and improve the Affordable Warmth team Services.

The Development and Training Coordinator will be the lead officer for the Nottingham and Nottinghamshire Healthy Housing Service (NNHHS).

The role requires collaborating with public and private sector organisations to develop business opportunities, and working with front line staff and community groups to enhance the householder's knowledge and understanding of the domestic energy efficiency, energy markets and fuel poverty. An ability to enthuse, involve and communicate as well as the ability to liaise effectively with a wide range of individuals and organisations is required to meet the key performance indicators i.e., the delivery of training courses, presentations, workshops and briefing sessions on fuel poverty and energy efficiency issues. Occasional weekend and evening work will be necessary, for which time off in lieu will be given.

Other key functions include the management of information systems, human resources, leadership, seeking and applying for funding. You will have the ability to think strategically about the administrative requirements of the programme including providing comprehensive systems to support the complex customer advice package.

Although technology is key to carbon saving, informed consumers have the potential to bring about far-reaching change. The development, production and provision of accurate information and actual hands on advice and demonstrations about how to improve the energy performance of domestic properties in the most cost effective way to result in fuel bill savings is a vital deliverable.

PRINCIPAL DUTIES AND RESPONSIBILITIES

The Development and Training Coordinator is required to play a full role in all activities of the Affordable Warmth Team and comply with NEP policies and procedures to ensure its success and the delivery of business objectives and targets. The post duties will be varied and fulfilling and include the following:

Performance Management

- Monitoring and evaluation of project performance to ensure key performance indicators are met.
- Develop a comprehensive understanding of current domestic energy policy to be able to confidently promote it to clients and train staff.
- To implement new operational and administrative procedures also update them as required.
- Effective communication with senior managers, all team members, partners and key stakeholders.

- Maintain an integrated referral system linking the Healthy Housing Service to primary care providers (such as nurses, GPs, and social workers) and other frontline staff.
- To expand and maintain partnerships with external agencies that provide a service to our target groups.
- Achieve and personal appraisal targets, as agreed by the Affordable Warmth Programme Manager.

Operational

- Investigate new initiatives to generate referrals for energy efficiency measures to our Affordable Warmth services.
- Be responsible for the organisation and delivery of the training programme for the staff of partner agencies in the health, housing, social services and the voluntary sector.
- Ensure the effectiveness of the administrative procedures, including IT systems, data processing and telephony systems are maintained.
- Actively seek new business opportunities and income streams.
- Attend project review meetings and ensure that all aspects of the funding terms and conditions are adhered to.
- To provide data management support and a reporting function.
- Deliver workshops about energy efficiency to community groups.
- Represent the Affordable Warmth team at national, local and regional meetings.
- Work with the Marketing Officer to develop required marketing materials and consumer publications including improving, updating and creating more interactive online tools on our website.
- Any other duties commensurate with the level of job responsibility.

Management of Human Resources

- Manage, motivate, support and coordinate the activities of up to four staff.
- Complete staff reviews to ensure continual team development and individual performances.
- Set team and individual targets.
- Develop clear plans to achieving targets
- Identify personnel requirements.

Additional Requirements

- Occasional working outside of normal hours as required.
- A driving license is preferable but not necessary

Person Specification

Factor	Requirements	Essential/ Desirable	Selection Method		
Educational Qualifications	<ul style="list-style-type: none"> Degree (or equivalent) in a relevant subject Have a recognised qualification in domestic energy efficiency 	E D	A A	I I	
Computer	<ul style="list-style-type: none"> Experienced user of IT and Microsoft Office software, particularly Access. Understanding and experience of interrogating data sets Familiar with the fundamentals of creating Powerpoint presentations. 	E E E	A A A	I I I	T T
Experience	<ul style="list-style-type: none"> Strong project management, development and people management skills. Experienced and confident in delivering presentations, training and or workshops. Track record in community engagement and working in partnership with local organisations. Track record of successful bid writing. 	E E E E	A A A A	I I I I	T T
Knowledge	<ul style="list-style-type: none"> Excellent understanding of the urgency in combating climate change and cutting energy consumption and bills. Knowledge of current and emerging domestic energy policy. A comprehensive knowledge of domestic energy efficiency technologies, and their relative benefits. Aware of the needs of disadvantaged communities and the issues associated with fuel poverty. 	E D E E	A A A A	I I I I	T
Communication and Marketing	<ul style="list-style-type: none"> Strong communicator in verbal and written form Experience in media. Experience of handling enquiries and providing excellent customer service, with attention for detail and accuracy. Ability to create resources to reinforce the energy saving message. 	E D E E	A A A A	I I I I	
Skills/Abilities - Other	<ul style="list-style-type: none"> Work effectively as part of a team Learn quickly and convey new knowledge clearly to others. Follow written and verbal instruction. Maintain an administrative system to meet the needs of the project and regularly monitor its effectiveness. Excellent numeracy and literacy skills 	E E E E E	A A A A A	I I I I I	
Performance Management	<ul style="list-style-type: none"> Ability to work under pressure and achieve targets and deadlines. Professional attitude and self motivated Experience of completing reports for stakeholders and or funders. Proven track record of project coordination, and minimum of 2 years experience leading projects. 	E E E E	A A A A	I I I I	
Equal Opportunities	<ul style="list-style-type: none"> Understanding and commitment to NEP's Equal Opportunities policy and to implement in service delivery. 	E	A	I	
Work Related Circumstances	<ul style="list-style-type: none"> Smart and presentable appearance Work outside of normal office hours to promote the project. 	E E	A A	I I	

* A = Application, I = Interview, T = Test