

Job Information Pack

This pack contains the following information:

- Job details
- The application process
- Contact details
- Information about Warmworks
- Information about the team the job is based with
- Job description
- Person Specification

| Job details | |
|---------------|-------------|
| Job title | Surveyor |
| Job reference | WW-OT-S |
| Location | Field based |

| The application process | |
|-----------------------------|---|
| Application deadline | Apply now – applications will be assessed as they are received and interviews for shortlisted applicants will be arranged as soon as possible |
| Interview date | tbc |
| Interview location | tbc |
| Interview format and length | Panel interview |

| Contact details | |
|---|--|
| Completed application forms for this job | recruitment@warmworks.co.uk or Recruitment Warmworks Scotland 1 Carmichael Place (Suite 2) Edinburgh EH6 5PH |
| General enquiries about this job | recruitment@warmworks.co.uk |
| For an informal discussion about this job | Sandra Henderson, 07584 247 827 |

About Warmworks

Warmworks Scotland, formed in 2015, is a joint venture partnership between Energy Saving Trust, Changeworks and Everwarm.

Warmworks is committed to tackling fuel poverty, increasing the energy efficiency of the homes and communities in which we work and consistently delivering a first-class service to the households and families that we support.

Since 2015, Warmworks has been the Managing Agent of the Scottish Government's national fuel poverty scheme, Warmer Homes Scotland and has recently started work on a range of new contracts and initiatives across the country.

Warmworks has already helped more than 20,000 homes across Scotland to become warmer, healthier and more energy efficient and is seeking to play a key role in the long-term drive to reduce carbon emissions and increase the availability of affordable, sustainable energy for all.

About the Team

Introduction and context

Warmworks was established to tackle fuel poverty, reduce carbon emissions and support sustainable local economic development in communities across Scotland.

Team aims

We deliver the best possible help to people in Scotland who are struggling to keep their homes warm and pay their energy bills; installing measures such as insulation, efficient heating and renewable technologies to make homes more energy efficient and delivering sustainable cost savings in the long term.

Team activities

Since the business was launched in September 2015, Warmworks has provided a high-quality end to end service, from initial referral through to assessment and the installation of measures, along with appropriate aftercare and support for thousands of households. Warmworks employs direct staff to handle in-home assessments and quality inspections, call handling and customer service, operational finance and the management of a supply chain across Scotland.

| Job Description | |
|-------------------------|--|
| Job title | Surveyor |
| Job reference | WW-OT-S |
| Salary and grade | Grade 3 Field (£25,980 to £32,474 per year) |
| Location of job | expected to cover Scottish Borders and surrounding areas |
| Hours and terms | 37 hours per week |
| Holiday terms | 25 days' annual leave, plus 9 public holidays |

| General terms and conditions |
|--|
| <ul style="list-style-type: none"> • There are no overtime payments for this post. • You may need to undergo a Disclosure Scotland check depending on the requirements of the post. Depending on the nature of any convictions that may be disclosed, Warmworks reserves the right to terminate employment with or without notice. • All of the responsibilities outlined below will be reviewed and modified as necessary through consultation with line managers. |

| | |
|------------------------|----------------|
| Responsible to | Survey Manager |
| Responsible for | - |

| | |
|----------------------------------|--|
| Purpose of the job | To carry out surveys in the home to determine eligibility and to assess the most appropriate measures, products or services available to meet customer needs. You will produce high quality Energy Performance Certificates, Green Deal Reports or Occupancy Assessments (how the householder uses their energy) and other technical assessments as required, meeting high standards in performance including customer service and taking account of the needs of vulnerable customers |
| Main objectives and goals | <ol style="list-style-type: none"> 1. Deliver consistent and impartial assessment of the property on behalf of Warmer Homes Scotland 2. Create reports and liaise with Survey Manager 3. Provide excellent customer service 4. Deliver high quality Energy Performance Certificates and Green Deal Reports/Occupancy Assessments |

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|--|
| 1. Deliver consistent and impartial assessment of the property on behalf of Warmer Homes Scotland |
| <ul style="list-style-type: none"> • Ensure that all relevant sections of the survey are complete, and that the customer is fully aware of the next step of their journey, including where applicable: <ul style="list-style-type: none"> ○ Installation Date ○ Technical Survey date ○ Reason for failure to proceed to next stage • Ensure EPC is correct and meets industry standards set by the accreditation scheme |

| |
|---|
| <ul style="list-style-type: none"> • Ensure Green Deal Report and/or Occupancy Assessment is correct and meets industry standards set by the accreditation scheme • Carry out technical survey where applicable to industry standard |
| <p>2. Create reports and liaise with Survey Manager</p> |
| <ul style="list-style-type: none"> • Maintain records of survey findings including photographic documentation • Liaise with installers and householders • Work closely with the office based teams to answer any enquiries |
| <p>3. Provide excellent customer service</p> |
| <ul style="list-style-type: none"> • Provide a high level of customer service at all times • Assess the eligibility of the customer in a sympathetic and understanding manner and assess the most appropriate measures, products or services available to meet their needs. This will include, in some cases, explaining why work cannot be carried out • Handle and resolve any questions that arise during visits • Have an awareness of energy efficiency to enable you to give advice to householders |
| <p>4. Deliver high quality Energy Performance Certificates and Green Deal Reports</p> |
| <ul style="list-style-type: none"> • Record accurate findings from within the property • Identify areas of concern in relation findings, such as poor ventilation, dampness etc. • Have an awareness of requirements in relation to representing the Warmer Homes Scotland scheme, for example Code of Conduct and performance standards • Continue to meet requirements to ensure ongoing accreditation, for example taking part in audits |
| <p>Key contacts</p> |
| <ul style="list-style-type: none"> • Customers • Survey Co-ordinator • Regional Customer Service Officers • Senior Customer Service Officers • Accreditation bodies |

| Person specification | | |
|--|------------------|------------------|
| Please explain how you meet the following criteria in your job application | | |
| | Essential | Desirable |
| Qualifications | | |
| DEA accreditation (with 3 years minimum DEA experience) | √ | |
| Retrofit Assessor accreditation or equivalent | | √ |
| Green Deal Assessor accreditation | | √ |
| ACOPS certification | | √ |
| Asbestos Awareness | | √ |
| Gas Safe | | √ |
| Part P (Electrical) | | √ |
| | | |
| Experience | | |
| Experience in loft insulation inspections. | √ | |
| Experience of carrying out surveys of properties including boroscope inspections | √ | |
| Knowledge of BBA approved cavity wall injection systems | | √ |
| Experience of working with vulnerable customers | √ | |
| Experience of working with external partners | | √ |
| | | |
| Skills | | |
| Ability to work independently and as part of a team | √ | |
| Excellent customer service skills | √ | |
| Excellent organisational and administrative skills | √ | |
| IT literacy including use of a handheld device, e.g. tablet | √ | |
| Good time management | √ | |
| | | |
| Knowledge | | |
| Knowledge of both traditional and non-traditional construction. | √ | |
| Possession of practical & relevant knowledge on energy efficiency advice | √ | |
| Understanding of dealing with and managing complaints | √ | |
| Working knowledge of gas central heating systems | | √ |
| Good working knowledge of electrical components within a property | | √ |
| Working knowledge of renewable technology | | √ |
| | | |
| Personal Attributes | | |
| An enthusiastic and positive person able to work on his/her own initiative with high personal standards in respect of the work ethic | √ | |
| Excellent problem solving attitude | √ | |
| Target orientated | √ | |

| | | |
|---|---|--|
| Other | | |
| Full valid driving licence or other ways of fulfilling the mobility requirements of the job | √ | |
| Access to home broadband for syncing with office systems | √ | |
| A commitment to equal opportunities and diversity | √ | |

Staff Expectations of Management Experience

The post holder should expect and be open to

- Effective leadership
- A positive, honest and enthusiastic working environment
- Being supported empowered to effectively achieve objectives and goals within your role
- To be treated fairly and with respect
- To be provided with appropriate training to ensure ability to effectively carry out your role
- Regular and appropriate feedback through one to one meetings and annual review and associated processes
- Having the opportunity to feedback to manager regularly and through the annual review process
- Adhering to all appropriate Warmworks policies to ensure consistency and fairness and health and safety of you and your colleagues

Complexity

The post holder must be able to:

- Adhere to and advocate Warmworks values
- Demonstrate flexibility and versatility

Creativity

The post holder will be required to:

- Use their own initiative where appropriate to provide the best possible outcomes

Special conditions

- Some out-of-hours, overnight stays and weekend working will be required, for which time off in lieu will be given