

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	Inspector
Job reference	WW-GSE-I
Location	London and the Greater South East Region

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 process	Interview dates to be confirmed 1 st Stage – telephone interview 2 nd Stage – panel interview via Teams/Zoom
Interview format and length	Initial phone interview followed by panel interview lasting approximately one hour

Contact details	
Completed application forms for this job	recruitment@warmworks.co.uk or Recruitment Warmworks 1 Carmichael Place Edinburgh EH6 5PH
General enquiries about this job	recruitment@warmworks.co.uk
For an informal discussion please E-mail to arrange a callback	Kester Providence, Regional Contract Manager kester.providence@warmworks.co.uk

About Warmworks

Warmworks, 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 22,000 homes 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 the country.

Team aims

We deliver the best possible help to people 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 diverse supply chain. Warmworks will provide similar services in London and the South East Region.

Job Description	
Job title	Inspector
Job reference	WW-GSE-I
Salary and grade	Up to £35,000 per year, depending on skills and experience
Location of job	Field based, expected to cover London and the Greater South East Region
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 criminal record 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	Regional Project Manager
Responsible for	-

Purpose of the job	To carry out quality inspections in the home to ensure that any energy efficiency measures installed through Warmworks-managed projects meet the required standards. To engage with customers to ensure that they know how to maximise the benefits of the measures installed.
Main objectives and goals	<ol style="list-style-type: none"> 1. Complete inspections in customers' homes where energy efficiency improvements have been installed 2. Work with the wider organisation to provide technical guidance and support to staff 3. Deliver a first-class service to our customers

1. Complete inspections in customers' homes when an energy efficiency measure has been installed
<ul style="list-style-type: none"> • Inspect and ensure all aspects of installations are correct and comply with Warmworks' Quality and Compliance requirements. • Record findings from inspection, including taking photographs as required, using a tablet-based application. • Collect evidence during the inspection to support the completion of contract requirements. • Ensure survey requirements were met and enabled the measure to be correctly installed. • Engage with the supply chain to resolve any enquiries as they arise.

2. Work with the wider organisation to provide technical guidance and support to staff
<ul style="list-style-type: none"> • Work with wider operational team to provide technical guidance and support • Act as technical liaison point for all enquiries relating to installation quality, appropriateness of installations, and technical guidance around quality of installations and output

3. Deliver a first-class service to customers

- Provide a first-class service to our customers
- Handle and resolve any questions that arise during visits
- Maintain an awareness of energy efficiency advice and guidance to enable you to give the required level of support to householders
- Certain applications may require liaison with third parties or housing officers to keep them updated with the progress of the customer's application

Key contacts

- Regional Project Manager
- Regional Customer Service Officers
- Compliance and Quality Team
- Installer representatives

Person specification		
Please explain how you meet the following criteria in your job application		
	Essential	Desirable
Qualifications		
Renewables certification	✓	
ACOPS certification		✓
OFTEC qualified		✓
Asbestos awareness training	✓	
CSCS certification		✓
Gas Safe qualified		✓
Experience		
Electrical Trade experience		✓
Experience in both loft and cavity wall insulation inspections		✓
Experience of carrying out surveys of properties including borescope inspections		✓
Working knowledge of BBA approved cavity wall injection systems		✓
Experience of working with external partners		✓
Skills		
Ability to interact positively with installers and householders	✓	
Ability to work independently and as part of a team	✓	
Excellent customer service skills	✓	
Excellent organisational and administrative skills	✓	
IT Literacy		✓
Good time management	✓	
Knowledge		
Excellent knowledge of the insulation and building industry	✓	
Knowledge of both traditional and non-traditional construction	✓	
Possession of practical and relevant knowledge on energy advice schemes		✓
Understanding of dealing with and managing complaints		✓
Personal qualities and attributes		
An enthusiastic and positive person able to work on own initiative with high personal standards in respect of the work ethic	✓	
Excellent problem solving attitude	✓	
Target orientated	✓	
Additional requirements		
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 equality 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 the Warmworks values
- Demonstrate flexibility and versatility

Creativity

The post holder will be required to:

- Use their own initiative to provide the best possible outcomes over a wide range of projects

Special conditions

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