



Job Information Pack

This pack contains the following information:

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- Information about the team the job is based with
- Job description
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Job details	
Job title	Project Officer
Job reference	WW-GSE-PO
Location	London

The application process	
Application deadline	Friday 10 September 2021
Interview date	Week commencing Monday 13 September 2021
Interview location	London, or online (via Teams or Zoom)
Interview format and length	Panel interview lasting approximately one hour

Contact details	
Completed application forms for this job	recruitment@warmworks.co.uk or Recruitment Warmworks Unit2, 1 Carmichael Place Edinburgh EH6 5PH
General enquiries about this job	recruitment@warmworks.co.uk
For an informal discussion about this job please contact	Kester Providence, Regional Contract Manager on 07467 808 723

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	Project Officer
Job reference	WW-GSE-PO
Salary and grade	Up to £35,000 per year, depending on skills and experience
Location of job	London
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 support the mobilisation and delivery of projects within Warmworks. To carry out a wide range of customer-focused tasks to ensure effective, high quality delivery of services across several small to medium size projects.
Main objectives and goals	<ol style="list-style-type: none"> 1. Responsible for supporting the planning, monitoring and delivery of projects across the business 2. Provide reporting information to the Regional Project Manager 3. Provide effective administration support to the Project Team

1. Responsible for supporting the planning, monitoring and delivery of projects across the business	
<ul style="list-style-type: none"> • Lead the delivery of project tasks as delegated by the Project Manager • Develop and maintain project documentation as defined by the requirements of the project • Work with Warmworks' internal departments and appointed sub-contractor network, ensuring two-way communication, and maintaining their engagement with project goals • Act as the first point of contact for customer enquiries as they progress through the journey • Ensure that any issues are appropriately dealt with, taking ownership of exceptions, and liaising with internal and external stakeholders as required • Provide advice to customers on the customer journey process and answer any enquiries as required by the needs of the project • Manage project work queues, including survey and inspection visits • Report progress and issues to the Regional Project Manager 	

2. Provide reporting information to the Regional Project Manager

- Monitor and report on aspects of the project to be agreed during development phase
- Complete progress reports for the Regional Project Manager and / or Management Team
- Build effective relationships with a range of internal stakeholders, including the Regional Contract Manager and Managing Director, in the absence of the Regional Project Manager.
- Engage sub-contractor delivery partners to ensure efficient and smooth delivery of measures.
- Engage external stakeholders to provide updates as required during the project.

3. Provide effective project support to the Project Team

- Build working relationships with the functional teams within Warmworks to ensure continuity of service for the customer
- Act as liaison point between installers and key office staff: working with office-based functions such as IT, Finance and Customer Service to ensure that services are provided equally as required
- Act as conduit for effective communications to installers and field staff; ensuring that all relevant communications are made available through the most appropriate media
- Attend and minute project calls and meetings as required
- Other reasonable duties as may be required

Person specification		
Please explain how you meet the following criteria in your job application		
	Essential	Desirable
Qualifications		
Good general standard of education and/or evidence of continued professional development	✓	
Holds or is working towards a professional project management qualification		✓
Experience, skills and attributes		
Experience of office administration	✓	
Experience of working on projects within the domestic energy efficiency sector		✓
Good standard of ICT literacy, including working with databases and Microsoft Office	✓	
Excellent administration skills	✓	
Experience of providing a high level of customer care	✓	
Good geographic knowledge of London and the Greater South East, with experience of working with field based / geographically dispersed staff		✓
Target orientated approach	✓	
Ability to communicate effectively by telephone, letter and face-to-face with a range of audiences		✓
Ability to communicate complex issues in a straightforward manner	✓	
Ability to work with minimum supervision and the self-motivation to drive tasks forward		✓
Ability to learn quickly		✓
Experience of giving advice in a professional setting		✓

Staff Expectations of Management Experience
<p>The post holder should expect and be open to</p> <ul style="list-style-type: none"> • 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 appraisal 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
<p>The post holder must be able to:</p> <ul style="list-style-type: none"> • Adhere to and advocate 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 may be required, for which time off in lieu will be given