



## 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	
<b>Job title</b>	Inspector (Electrical)
<b>Job reference</b>	WW-OT-I
<b>Location</b>	Scotland, field based

The application process	
<b>Application deadline</b>	Apply now – applications will be assessed as they are received and interviews for shortlisted applicants will be arranged as soon as possible
<b>Interview date</b>	tbc
<b>Interview location</b>	Edinburgh
<b>Interview format and length</b>	Panel interview lasting no longer than one hour

Contact details	
<b>Completed application forms for this job</b>	recruitment@warmworks.co.uk  or  Recruitment Warmworks 1 Carmichael Place Edinburgh EH6 5PH
<b>General enquiries about this job</b>	<a href="mailto:recruitment@warmworks.co.uk">recruitment@warmworks.co.uk</a>
<b>For an informal discussion about this job</b>	Norman Gray, Field Manager – <a href="mailto:norman.gray@warmworks.co.uk">norman.gray@warmworks.co.uk</a>

## 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 35,000 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 across the UK.

<b>Job Description</b>	
<b>Job title</b>	Inspector (Electrical)
<b>Job reference</b>	WW-OT-I
<b>Salary and grade</b>	up to £36,000 per year depending on skills and experience
<b>Location of job</b>	Scotland wide
<b>Hours and terms</b>	37 hours per week
<b>Holiday terms</b>	25 days' annual leave, plus 9 public holidays

<b>General terms and conditions</b>	
<ul style="list-style-type: none"> <li>• There are no overtime payments for this post.</li> <li>• 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.</li> <li>• All of the responsibilities outlined below will be reviewed and modified as necessary through consultation with line managers.</li> </ul>	

<b>Responsible to</b>	Inspection Manager
<b>Responsible for</b>	-

<b>Purpose of the job</b>	To carry out inspections in the home to ensure that any energy efficiency measures installed through Warmworks meet industry standard. To engage with customers to ensure that they know how to maximise the benefits of the measures installed.
<b>Main objectives and goals</b>	<ol style="list-style-type: none"> <li>1. Complete inspections in customers' homes when an energy efficiency measure has been installed.</li> <li>2. Work with the wider organisation to provide technical guidance and support to staff.</li> <li>3. Deliver a first-class service to our customers.</li> <li>4. Deliver relevant energy efficiency advice.</li> <li>5. Maintain accreditations and training.</li> </ol>

<b>1. Complete inspections in customers' homes when an energy efficiency measure has been installed</b>
<ul style="list-style-type: none"> <li>• Inspect and ensure all aspects of installation are correct and comply with Warmworks' Quality and Compliance guidance.</li> <li>• Record findings from inspection, including taking photographs as required, using a tablet-based application.</li> <li>• Collect evidence during the inspection to support the completion of contract requirements.</li> <li>• Ensure survey requirements were met and enabled the measure to be correctly installed.</li> <li>• Engage with the supply chain to resolve any enquiries as they arise.</li> <li>• Encourage customers to complete our customer satisfaction questionnaire.</li> </ul>
<b>2. Work with the wider organisation to provide technical guidance and support to staff</b>
<ul style="list-style-type: none"> <li>• Work with the wider operational team to provide technical guidance and support.</li> <li>• Act as technical liaison point for all enquiries relating to installation quality, appropriateness of installations, and technical guidance around the quality of installations and output.</li> </ul>
<b>3. Deliver a first-class service to our customers</b>
<ul style="list-style-type: none"> <li>• Provide a first-class service to our customers.</li> <li>• Handle and resolve any questions that arise during visits.</li> <li>• Maintain an awareness of energy efficiency to enable you to give advice to householders.</li> <li>• Certain applications may require liaison with third parties or housing officers to keep them updated with the progress of the customer's application.</li> </ul>
<b>4. Deliver relevant energy efficiency advice</b>
<ul style="list-style-type: none"> <li>• Maintain an awareness of energy efficiency to enable you to give advice to householders.</li> <li>• Explain to customers how to get the best efficiency of their measure fitted.</li> </ul>
<b>5. Maintain accreditations and training</b>
<ul style="list-style-type: none"> <li>• Accreditations to be kept up to date and relevant courses attended.</li> <li>• Additional training may be required to meet business needs.</li> </ul>

<b>Key contacts</b>
<ul style="list-style-type: none"> <li>• Customers</li> <li>• Inspection manager</li> <li>• Field manager</li> <li>• Customer Service Advisors</li> <li>• Customer Service Team Leaders</li> <li>• Compliance and Quality Team</li> <li>• Sub-contractor representatives</li> </ul>

<b>Person specification</b>		
Please explain how you meet the following criteria in your job application		
	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>		
Renewables certification		✓
Asbestos awareness training	✓	
City & Guilds qualified electrician to level 3	✓	
18 <sup>th</sup> Edition Qualified (IET)	✓	
<b>Experience</b>		
Electrical Trade experience	✓	
Experience in both loft and cavity 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		✓
<b>Skills</b>		
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	✓	
Continual development in learning new skills	✓	
<b>Personal qualities and attributes</b>		
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	✓	
<b>Additional requirements</b>		
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 and 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, quarterly review and associated processes
- Having the opportunity to feedback to manager regularly and through the quarterly 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 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