



## 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>	Project Officer-12 months fixed term contract
<b>Job reference</b>	WW-OPT-PO
<b>Location</b>	Newcastle upon Tyne

The application process	
<b>Application deadline</b>	Monday, 10 June 2024
<b>Interview date</b>	TBC
<b>Interview location</b>	TBC
<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>	Janine Cockburn, <a href="mailto:janine.cockburn@warmworks.co.uk">janine.cockburn@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>	Project Officer- 12 months fixed term contract
<b>Job reference</b>	WW-OPT-PO
<b>Salary and grade</b>	up to £29,000 per year depending on skills and experience
<b>Location of job</b>	Newcastle upon Tyne
<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>	Regional Contracts Manager, Local Delivery Division
<b>Responsible for</b>	-

<b>Purpose of the job</b>	Supporting the delivery of the Newcastle City Council's 'Sustainable Warmth' project; ensuring effective management of key client and customer-facing goals; providing a best in class customer experience throughout the delivery of all works.
<b>Main objectives and goals</b>	<ol style="list-style-type: none"> <li>1. Provide support to Newcastle City Council with day to day running of the Project team and its output</li> <li>2. Work closely with key contacts across the business to drive a first-class customer experience across the process</li> <li>3. Provide support to the wider team in the effective management of client relationships and ensure accurate, reliable client communication flows</li> </ol>

<b>1. Provide support to Newcastle City Council with day to day management of customer focused project activities</b>
<ul style="list-style-type: none"> <li>• Provide day to day support and main point of contact for questions and guidance on customer and process queries</li> <li>• Work closely with the wider Warmworks team to ensure that the customer journey is delivered with the highest levels of quality and customer care</li> </ul>
<b>2. Work closely with key contacts across the business to drive a first-class customer experience across the process</b>
<ul style="list-style-type: none"> <li>• Work closely with all parts of the wider Warmworks business to ensure customer-facing services (such as call centre support) and back office functions (such as changes to systems and processes) are effectively deployed and managed</li> <li>• Work with the customer service team to ensure that a high level of service quality is provided, monitored and managed, reporting back to internal stakeholders and the Council as required</li> </ul>

- Provide support to the central customer service team in ensuring the coordination and resolution of all customer complaints associated with the delivery of the projects
- Support the delivery of continuous improvement to project delivery through input and recommendation into process enhancements

**3. Provide effective project support to the team in the effective management of client relationships and ensure accurate, reliable client communication flows**

- Support the provision of regular client reporting including call stats, service quality and case handling data
- Manage incoming data and customer-facing requests from clients to ensure an effective and efficient throughput
- Work closely with key supply chain contacts to ensure information flows are reliable, accurate and regularly updated across all areas of operational delivery

**Key contacts**

- Project Managers
- Project Officers
- Regional Contracts Manager
- Managing Director, Local Delivery Division

<b>Person specification</b>		
Please explain how you meet the following criteria in your job application		
	Essential	Desirable
<b>Qualifications</b>		
Holds (or is willing to work towards) a professional project management qualification or equivalent level of project experience		✓
<b>Experience</b>		
Experience delivering projects in the energy efficiency industry		✓
Experience of leading a team		✓
<b>Skills</b>		
Ability to interact with customers, clients, installers and householders	✓	
Excellent customer service skills at a leadership level	✓	
Excellent organisational and administrative skills	✓	
Ability to communicate effectively at different levels within an organisation	✓	
<b>Personal qualities and attributes</b>		
Enthusiastic and positive person able to work on his/her own initiative with high personal standards in respect of the work ethic	✓	
Target orientated		✓
Excellent problem solving attitude	✓	
Self-starter, willing to work on own initiative	✓	
<b>Additional requirements</b>		
Full valid driving licence or other ways of fulfilling the mobility requirements of the job		✓

**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