

<b>Designation:</b>	<b>Senior Domestic Energy Officer</b>
<b>Grade:</b>	<b>Stroud 6</b>
<b>Responsible to:</b>	<b>2030 Strategy Manager</b>
<b>Service Area:</b>	<b>Directorate of Place</b>
<b>Post Number:</b>	

## ESSENTIAL CRITERIA

### QUALIFICATIONS

- Educated to degree level or equivalent with experience and/or qualifications in relevant subject areas (e.g. environmental management; environmental sciences; sustainable/renewable energy; project management; marketing; communications).

### EXPERIENCE

- Delivery of projects in a related field (e.g. energy, low carbon, community, sustainability) with budgets in excess of £100k
- Delivery within a cross sector and strategic partnership working context
- Delivering customer focused services
- Experience of Commissioning; procurement and negotiation with contractors
- Coordination of events and meetings
- Delivering Advice; Technical Support; Community Communications Campaigns;
- Authoring editorial, web content; social media posts; information brochures/leaflets
- Customer care skills, dealing effectively with customer enquiries and using customer feedback and service quality standards.

### SKILLS & KNOWLEDGE

- Good general knowledge of Energy Infrastructure in the UK, current policies and priorities for climate change, decarbonisation and local energy in particular the domestic energy sector and potential funding streams.
- Proven track record of financial project management working to, and meeting budgets and targets.
- Enthusiasm and commitment to environmental and social welfare objectives.
- A flexible, dynamic and creative approach.
- Knowledge and experience of a range of project management tools
- IT literacy (MS Excel, Word, Outlook, Databases and software packages)
- Good written and verbal communication skills
- Understanding of administrative processes and systems
- Ability to write clear inputs to reports
- Good numeracy skills - Ability to interpret information and data

### PERSONAL ATTRIBUTES

- Ability to use own initiative, manage own work load and deadlines
- Ability to work on a number of tasks at any one time and to work to changing priorities.
- Team worker with capability to and motivate; achieve targets and quality standards.
- Ability to make day to day decisions in line with a scope and to know when to defer to others for advice

### OTHER

- Committed to working for an employer that values diversity and equality of opportunity
- Ability to travel for work purposes when required

## DESIRABLE CRITERIA

### QUALIFICATIONS

- Educated to degree level in relevant subject area or, ability to demonstrate equivalent experience
- Project Management Qualification (APM)

### EXPERIENCE

- Experience of the funding streams/ financial mechanisms that can support private domestic retrofit.
- Experience of working with installers on demand generation and supply chain development.
- Experience of working in, or in support of, local or other statutory authorities.
- Experience of retrofit and awareness of energy installation standards including PAS 2035 process and PAS 2030 installer standards.
- Experience of working in marketing, digital media, website design, communications campaigns

### SKILLS & KNOWLEDGE

- Up to date knowledge of the funding/finance for retrofit scene
- Ability to devise and maintain own project management systems
- Ability to coordinate and compile project reporting
- Ability to understand and translate technical energy issues
- Ability to effectively engage and increase market outreach

## CORE COMPETENCIES

### 1. Effective Communication

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

### 2. Customer Service

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment to understanding and meeting their needs, inline with policies.

### 3. Working Together

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

**4. Innovating**

You will be able to seek better, more effective ways of delivering services.

**5. Accepting Change**

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

**6. Supporting the delivery of SDC priorities**

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service.