

Northumberland County Council

**JOB DESCRIPTION**

<b>Post Title: Warmer Homes Clerk</b>		<b>Director/Service/Sector: Climate Change</b>		<b>Office Use</b>	
<b>Band: 3</b>		<b>Workplace: County Hall Morpeth or other base as agreed</b>			JE ref: 4308
<b>Responsible to: Warmer Homes processing Team leader</b>		<b>Date: March 2023</b>		<b>Job Family:</b>	
To provide advice, administrative, technical and clerical support, including financial functions, for the Northumberland Warmer Homes Scheme. The overall purpose of the post will be to assist the Climate Change team, including the Project manager and retrofit team, in the delivery of the Warmer Homes scheme. There may also be a requirement to support the delivery of other energy efficiency initiatives. The purpose of the Warmer Homes scheme is to ensure that Northumberland residents, including those who may have low incomes, are fuel poor, have disabilities, poor health or are vulnerable in other ways and/or those who live in properties that have poor energy performance ratings or are hard to heat are assisted to access domestic retrofit solutions to improve energy efficiency, make homes warmer and lower their carbon usage.					
<b>Resources</b>	Staff	Not applicable – may involve training staff bank staff			
	Finance	Contributing to the efficient and effective running of the Council’s domestic retrofit programme, projects and service; invoice processing and ordering			
	Physical	Maintain and operate key programme and project systems. Expected to frequently work away from the normal office location and will regularly deal with residents in their homes.			
	Clients	Ensure compliance with relevant legislation, council policies and procedures.			
<b>1. Duties and key result areas:</b>					
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1	To assist in a reception, enquiry and advice facility for the Warmer homes Northumberland project within the Climate Change team to:				
a)	Answer general enquiries relating to aspects of the Warmer Homes Scheme.				
b)	Act as a point of contact regarding the Warmer Homes scheme and other energy efficiency initiatives for house-holders, landlords, contractors and other stake-holders.				
c)	Record all relevant details of messages, enquiries and complaints to the project accurately in accordance with procedures including updating records on databases, spreadsheets and other office software as required.				
d)	Creating new cases on the database systems and ensuring records are kept up to date to enable applications to be monitored and performance measured.				
e)	Liaise with internal and external organisations to facilitate an exchange of information.				
f)	Input/raise Debtor accounts and process invoices.				
g)	Send and collate customer satisfaction survey.				
h)	Check and close case files.				
2	To provide and maintain all necessary records in accordance with the requirements of the department using new technology, in particular to:				

- a) Organise and update the general filing system (s) and electronic case files relating to the work of the Warmer Homes project.
- b) Maintain stocks of office supplies, stationery, files etc.
- c) Produce monthly, quarterly and annual figures as required for the Sustainable Warmth project.
- d) To be conversant with the computer file and time recording systems in operation within the section and to input and extract information as required.
- e) Update databases and Excel spreadsheets accurately.
- 3 To provide a support service for the Warmer Homes project to include: -
  - a) Producing standard letters and documents.
  - b) Coordinating Grant applications.
  - c) Photocopying and printing as required.
  - d) Answering telephone and email enquiries.
- 4 To promote excellence in customer service, a focus on continuous improvement and the delivery of high quality services based on equality of access.
- 5 To constantly consider ways in which the Council's systems and procedures can be adapted and improved to continuously increase efficiency and improve the standards achieved by the service.
- 6 To liaise with key stakeholders to promote, market and increase awareness of Warmer homes and other energy efficiency initiatives including developing referral mechanisms.
- 7 Administering referrals for energy efficiency, creating and updating records on case manager and relevant software including Excel spreadsheets/ Sharepoint, assessing gathering evidence required to assess eligibility.
- 8 Help to ensure that the terms and conditions of the Warmer homes Northumberland project are met within the deadlines and that local authority policy and procedures are adhered to.
- 9 Participate in training and staff development opportunities and keep up to date with new legislation and policy through training
- 10 Assist with the delivery of the Climate change Business Plan and ensure that services are customer focussed, delivered efficiently and comply with policy or strategy requirements.
- 11 To promote best practice in meeting the requirements of Health & Safety legislation and to comply with other relevant statutory legislation.
- 12 Ensure that Information Sharing Agreements and Protocol with relevant parties including handling client personal data in compliance with local GDPR policies and legislation.
- 13 Adhere to risk assessments and health and safety policies and ensure that in the course of their work they adhere to Safeguarding policies, Risk management, Health & Safety and other legal and statutory requirements along with best practice and general duty of care.
- 14. Attend and contribute to relevant committees, meetings and seminars and participate in task groups as required.
- 15 Undertake such other duties that are required from time to time and are commensurate with this position.

<b>Work Arrangements</b>	
Transport requirements:	Travel to work sites, area offices, meetings or other venues throughout the County and region and further afield on occasion.
Working patterns:	May include weekends and evenings. Mainly office based but some travel required.
Working conditions:	Mainly indoors. Occasional exposure to working outdoors.

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**PERSON SPECIFICATION**

<b>Post Title:</b>		<b>Director/Service/Sector:</b>	Ref: 4308
<b>Essential</b>		<b>Desirable</b>	<b>Assess by</b>
<b>Qualifications and Knowledge</b>			
<p>Minimum 3 GCSE including Maths and English grade A* to C or equivalent Qualification, or equivalent experience, of IT, finance, business or project administration, Awareness of relevant policies, procedures, trends, developments and best practice with regard to energy efficiency retrofitting in domestic homes.</p> <p>Evidence of continued professional development.</p>		<p>NVQ Level 3 in business administration, finance, advice or equivalent Diploma in Domestic Energy Assessment Level 3 Award in Energy Efficiency or Domestic Retrofit Advice</p>	A/I
<b>Experience</b>			
<p>Understanding and appreciation of the needs of older, disabled and vulnerable people and households</p> <p>Experience of working with vulnerable groups in at least one of the following areas: housing/social/health care/home visiting/ volunteering/ welfare benefits/advice work or other relevant customer focused areas</p> <p>Commitment to Fuel poverty / Climate Change issues</p> <p>Experience of working with financial information</p> <p>Experience of working with the public face to face; in writing and by phone</p> <p>Experience of using database client records systems</p> <p>Knowledge and understanding of policies relating to safeguarding, confidentiality, data protection and lone working.</p> <p>Experience in the use of a variety of computer software including databases, excel spreadsheets, email, internet, and document files.</p> <p>Knowledge of the principles of financial monitoring and costing</p>		<p>Experience of providing energy efficiency advice to householders</p> <p>Experience of working within energy efficiency projects or similar projects</p> <p>Experience of providing project management support</p>	A/I
<b>Skills and competencies</b>			
<p>Excellent interpersonal, verbal and written communication skills with the ability to communicate with a wide range of individuals</p> <p>Ability to organise work in a logical manner and able to follow prescribed administrative and clerical procedures</p> <p>Can show excellent team working skills yet also use own initiative and work independently</p> <p>Good negotiation and communication skills and able to persuade others to adopt an alternative point of view.</p> <p>Proficient in the use of a wide range of Microsoft Office 365 applications including Word, Excel and Outlook or Sharepoint</p> <p>Ability and commitment to accurate record-keeping</p> <p>Analytical skills suitable for the collection and interpretation of information and data</p> <p>Effective time management and record-keeping discipline</p> <p>Successful achievement and personal commitment to delivering excellent services to customers.</p>		<p>Knowledge of Prince 2 or Microsoft project</p> <p>Knowledge of the principles of financial monitoring and costing</p>	A/I

Is an effective advocate for the service both internally and externally. Maintains a professional demeanour in stressful and difficult situations. .		
<b>Physical, mental, emotional and environmental demands</b>		
Generally, works from a seated position when in the office; however, there is a requirement to visit occupied domestic properties and assist with events regularly and may be occasions when expected to accompany other team members on site visits being carried out on domestic homes Need to maintain general awareness, with lengthy periods of enhanced concentration. Regular contact with public/clients in dispute/negotiation with the County Council which may place emotional demands on the job holder		A/I
<b>Motivation</b>		
Dependable, reliable and keeps good time. Personal commitment and enthusiasm to provide a 'residents first' Models and encourages high standards of honesty, integrity, openness and respect for others. Helps managers create a positive work culture in which diverse, individual contributions and perspectives are valued. Works with little direct supervision and ability to organise own workload effectively		A/I
<b>Other</b>		
Applications for flexible working 3 or more days a week (or FTE) and job share will be considered		A/I

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits