

## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	<b>Environmental Liaison</b>
<b>GRADE:</b>	<b>7</b>
<b>REPORTING TO:</b>	<b>Environmental Manager</b>
<b>RESPONSIBLE FOR:</b>	<b>No Direct Reports</b>

## **ROLE SUMMARY**

The Environmental Liaison will support the Environmental Team in the delivery of Home Energy Improvements and be responsible for developing relationships with customers as well as providing technical advice and support in relation to the projects. The postholder will work closely with all service areas across believe, external partners and directly with customers to support with the delivery of projects which focus on the environmental agenda.

## **MAIN DUTIES & RESPONSIBILITIES**

Specific objectives and deliverables will be agreed as part of your review process, the points below are a summary of your main duties and responsibilities.

- To actively contribute to the successful delivery of Home Energy Improvement projects and be the single point of contact for believe's customers.
- Support customers, through various interactions prior to work commencing. Use expertise and influencing skills to competently introduce and communicate the project benefits and assess the individual needs of the customer household.
- To actively work with stakeholders, local businesses, and community groups to add value to estates and places, including organising and attending school events and community days whilst promoting the believe housing brand and the importance of retrofit projects.
- Organise customer consultation events and attend any relevant customer or stakeholder meetings.
- Actively participate in the project meetings between internal and external stakeholders providing relevant reports.

- Provide competent technical advice on improvement measures as well as energy efficiency to support the customer journey.
- Assess and make appointments for further works if required and ensure these are carried out and completed to the customers satisfaction.
- To develop close partnership working with a variety of leaders and managers and teams across the organisation including Property Repairs, Customer Insight, Neighbourhoods, Customer Services.
- Proactively identify educational, training, or other development opportunities for all relevant stakeholders, support the delivery of those.
- Your duties may vary from time to time within the broad remit of your role and grade. You are required to undertake any such reasonable and appropriate duties. The nature of the post may require commitment outside of normal office hours, including working on evenings and occasionally at weekends when the needs of the Directorate require.

### PERSON SPECIFICATION

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> <li>NVQ level 4 or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of further Continued Professional Development</li> </ul>
Experience	<ul style="list-style-type: none"> <li>Experience in customer facing service role</li> <li>Working with a variety of stakeholders to develop and agree solutions.</li> <li>Experience of basic understanding of construction.</li> <li>Report writing</li> </ul>	<ul style="list-style-type: none"> <li>Experience of energy efficiency projects</li> <li>Experience of providing energy efficiency advice</li> </ul>
Skills/knowledge	<ul style="list-style-type: none"> <li>Strong interpersonal skills, including being able to influence, persuade and present</li> <li>Good organisational skills and ability to produce quality work to tight deadlines</li> <li>Excellent communication skills, must be able to communicate very confidently both verbally and in writing and at all levels</li> <li>A good understanding and use of IT packages e.g. spreadsheets, databases, word processing applications and stock condition databases.</li> <li>Ability to network and form working relationships.</li> <li>Has a passion for the environmental and is committed, enthusiastic in this field.</li> <li>Must hold a current driving licence and access to a vehicle.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of the environmental agenda and the impact it has on customers and the business.</li> </ul>