

Job Description

Job Title	Energy Efficiency Administrator
Department	Green Homes
Location	Ealing, travel throughout England as business needs require. Head Office, Charlton.
Reporting to	Area Manager
Line Manager to	N/A
Key Relationships	Area Manager, Green Homes Project support, administration and operational team, Operations Director, HR. H&S, customer clients.

The information given below is intended to provide an understanding and appreciation of the workload of the job and its role within Everwarm. The job description outlines the main purposes in general terms only and is not intended to be prescriptive.

You may be required to carry out other duties in order to commensurate with the post. This will not change the character or purpose of the post but will be necessary to maintain high standards of business practice.

This job description, through Business reasons, may be altered from time to time to meet the changing needs of the Company.

Role Overview:

The main purpose of this role is to support and assist the Green Homes Grant Project in processing and designing the various Energy Efficiency measures being installed. This role is key to ensuring compliance checks are completed and fit for purpose recommendations are provided to the Operations team prior to any works being carried out.

General Duties/Key Responsibilities:

- Process DNO applications
- Assist with CAD designs
- Carry out Heat Loss calculations for Commercial and Domestic premises.
- Carry out Roof designs
- Process OLEV claims (EVCP)
- Calculate cost savings for measures being processed
- Recommend cost effective measures to customer base
- Liaise with Line Manager to agree fit for purpose systems
- Entering Customer details accurately into database and/or spreadsheets
- Deal with customer enquiries, ensure correct information is provided and all relevant persons are informed
- Log customer orders on database, and file
- Filing and scanning duties
- Process customer completion certificates and keep up to date spreadsheets for monthly submission
- Liaising with design teams and external architects and engineers, ensuring accurate information is transferred and communicated.
- Assisting with building warrant and technical guarantees when required

Job Description

PERSON SPECIFICATION

Skills and Abilities

- Experience of working in a customer interfacing role (including ability to deal with difficult clients or customers)
- Ability to prioritise and meet deadlines.
- Previous experience of inputting/updating databases.
- Ability to work as part of a team as well as autonomously
- Excellent attention to detail.
- Excellent communication and interpersonal skills
- Ability to meet and exceed customer expectations
- Experience of Outlook packages (Excel, Word, Outlook)

Qualifications

- No formal qualifications for this role.

Additional Requirements:

- Disclosure Check (Ongoing basis)
- Flexibility to work overtime as business needs require.

What We Offer

- Competitive Salary
- Employer contributed pension scheme
- Employee Assistance Programme with 24 hours telephone and online access
- 32 days annual leave (Inc. statutory bank holidays and Christmas and New Year Closure!)
- Generous sick leave
- Sureserve Group Academy programme that acknowledges the success of our trainees and apprentices
- Sureserve Group Legends scheme, with a reward for the ultimate legend!
- Employee engagement events to bring together colleagues and families e.g. Everwarm Family Fun Day, Summer BBQ, Christmas Night out!
- Work for PLC Company with option to join share save scheme.