

## Job Description

<b>Job Title:</b>	Health, Energy & Engagement Officer
<b>Directorate:</b>	Assets and Property Services
<b>Department:</b>	Assets, Sustainability and Healthy Homes Team
<b>Location:</b>	Rising Sun Industrial Estate, Blaina, NP13 3JW
<b>Reports To</b>	Decarbonisation & Sustainability Manager
<b>Date Agreed:</b>	March 2025

## Job Purpose

- This role will be key in supporting residents, gaining their trust, and ensuring we can provide the best services and support, often tailored to their individual needs.
- To ensure that the improvement activities we undertake and the data we collect and interpret will translate into the optimum benefits for our customers and the organisation.
- To liaise closely with customers, colleagues, contractors and other stakeholders to provide information and support, translating into healthy and energy-efficient homes.
- To support customers, assisting them to optimise their opportunities to benefit from the Energy and Health measures and advice we can offer them.
- To create, support and grow a customer group dedicated to Energy and Health.
- To provide customers with the information and support they need to allow us to carry out the improvements which will benefit them and their families.
- To support colleagues across the organisation, acting as Tai Calon's expert in the Energy & Health fields.
- To work across the Housing, Energy and Health sectors, exploring best practices and implementing them with and for customers.

## Values

Our Values, which support our Vision, Mission, and Aims, are CALON. These values are vital to our work as an organisation and are encouraged as our culture and way of working.

**C – Creativity:** We want people to think differently, challenge processes where they can see improvement, and take risks.

**A – Authentic:** We want people to be themselves and be open, honest and trustworthy, and act with integrity.

**L – Learning:** We want people to understand the importance of learning as an ongoing approach to success in their roles.

**O – Ownership:** We want people to take ownership of work and actions by being accountable to themselves and others, which includes learning from mistakes and trying new things.

**N – “Not on your own”:** We are one team, working collaboratively and together, with care, empathy, and consideration. We cannot do our jobs without each other.

## Core Responsibilities

- To take the lead role in positively engaging and negotiating with residents, both individually and in groups, along with a wide range of stakeholders, to ensure the effective delivery of major projects and works programmes.
- To understand sufficient technical and financial information about the project or work programme in hand to provide effective technical support to residents, colleagues and third parties to facilitate effective delivery.
- To provide tailored information and advice in relation to the project or work programme, positively influencing residents to engage and to find solutions to queries or objections.
- To work closely with colleagues in Tai Calon to ensure the effective delivery of our Energy and Health aspirations via our improvement projects and our internal environmental monitoring capabilities.
- To liaise with customers on our planned investment programmes, providing them with guidance and support and supporting the successful delivery of projects.
- To gain the support and trust of customers, ensuring that access is gained to their homes for the delivery of improvement projects.
- To advise customers on the benefits of the improvements being made, and how these may be optimised by them.

- To support and educate customers, helping them to reduce their energy costs and live in more healthy homes.
- To work across the sector, understanding and implementing best practices in supporting residents to reduce their energy costs.
- To be the Tai Calon expert in providing energy and health advice and support to customers.
- To work closely with the Health & Energy Data Officer to understand potential issues and emerging trends and effectively meet these challenges
- To work closely with Contract Delivery Officers and Project Managers to understand their contractors' and customers' concerns and to work with Housing and other colleagues to effectively overcome these issues.
- To act as a customer advocate ensuring their concerns are recognised and addressed
- Supporting the Decarbonisation & Sustainability manager to deliver the organisation's decarbonisation targets as set out in its corporate plan and by Welsh Government regulatory requirements.
- Note: The duties and responsibilities may vary without changing the general character of the duties or level of responsibilities entailed. The post holder is, therefore, expected to undertake such other duties as may be requested, provided the general character of the duties or level of responsibility does not change.

## Other Responsibilities

### Line Management

- There are no formal line management responsibilities

### Performance

- Contribute to the overall performance of the team and performance against KPIs.
- Effective service management to ensure continued sustainability, viability and improvement in Tai Calon's services.

### Financial Management

- Ensure all compliance risks and issues that arise within the team are highlighted to the Manager or project sponsors.

- Be aware of budgets and allocated cost centres and spend in compliance with agreed tender submissions.

## **Procurement**

- Raise purchase orders and receipt of goods and services for programmes of work and contractors.
- To actively monitor the Contractor services to ensure the contract is effectively managed.

## **Risk, Health, Safety and Environmental**

- Working collaboratively to ensure contracts are managed in a safe manner, and risks are mitigated
- Work proactively with the Health and Safety team to minimise Health and Safety incidents and ensure that lessons learnt are fully and properly embedded.
- To comply with the relevant sections of Tai Calon's policy statement on Health and Safety and Welfare at Work.
- To check that all correct personal protective equipment is being used at all times.
- Interpreting site conditions, including weather, and taking appropriate action to inform contractors of appropriate actions they may need to take.

## **Work Environment**

### **Environment**

- The physical environment requires the employee to work both inside the office and outside on-site visits on a daily basis in heat/cold, wet/humid, and dry/arid conditions, dependant on the season.
- Frequently required to use personal protective equipment when on-site visits.
- Ensuring that a safe and clean working environment is maintained by others at all times.
- Ensuring that materials, plant and equipment, appropriate for completion of the contract are used by others at all times
- To determine site safety during heavy rain /Wind and excessive heat, controlling and managing by informing contractors of appropriate actions.
- Extensive use of computers throughout the day.

## Working Location

- The role is based at Solis One, Blaina, with the ability to work in a hybrid way where agreed.
- The role is also based in empty and occupied homes (which may include lone working). It is commonplace that the customer is present, and an awareness of children, pets or vulnerable adults is needed to ensure a safe working area is maintained for staff and customers alike.

## Organisational Responsibilities

- Represent Tai Calon in a professional manner at all times.
- Ensure that all Tai Calon policies and procedures are adhered to.
- Comply with the Organisation's Health and Safety Policies and Procedures.
- Understand and demonstrate the principles of confidentiality.
- Observe and continually promote Tai Calon's Equality, Diversity and Inclusion Policy.
- To promote and continually work to Tai Calon's values.

Essential	Desirable	<b>PERSON SPECIFICATION</b> <b>Job Title: Health, Energy &amp; Engagement Officer</b>	How Assessed		
			Application Form	Interview	Practical
<b>1. Qualifications</b>					
✓		Educated to Level 3 of the National Qualification Framework for England, Wales and Northern Ireland	✓		
<b>2. Knowledge</b>					
	✓	Knowledge of Energy Efficiency measures for domestic properties	✓	✓	
	✓	Knowledge and understanding of Fuel Poverty, its causes and potential remedies	✓	✓	
	✓	Knowledge and understanding of the impact housing can have on occupants' health, and ways it may be addressed	✓	✓	
✓		Knowledge of the Welsh Housing Quality Standard 2023 and its impact on Tai Calon	✓	✓	
✓		Knowledge of the Social Housing Sector in Wales	✓	✓	
<b>3. Experience</b>					
✓		Experience of working closely with customers, gaining their trust and providing them with accurate and timely information	✓	✓	
✓		Experience of advising on the benefits of planned and energy efficiency measures	✓	✓	
✓		Demonstratable experience of working to Tai Calon's Values	✓	✓	
	✓	Experience of working and liaising with colleagues and contractors in the planning and delivery of improvement projects	✓	✓	
<b>4. Skills</b>					
✓		Good written and verbal communication skills	✓		
✓		Experience of using IT packages such as Microsoft	✓		
	✓	Able to communicate effectively to various audiences, gaining their trust and cooperation	✓	✓	

Essential	Desirable	<b>PERSON SPECIFICATION</b> <b>Job Title: Health, Energy &amp; Engagement Officer</b>	How Assessed		
			Application Form	Interview	Practical
✓		Highly developed customer care skills and able to work empathetically and considerately in customers' homes	✓	✓	
	✓	Good negotiation skills in order to gain access for works to be undertaken, ensure that technology is used efficiently, and the risks of fuel poverty or poor internal conditions are reduced	✓	✓	
	✓	Welsh Language Skills	✓		
<b>5. Attributes</b>					
✓		Tenant and customer-focused	✓	✓	
✓		Demonstrates integrity and support for organisational values	✓	✓	
✓		Committed to ongoing personal development and the development of others	✓		
✓		A self-starter, driven and enthusiastic		✓	
✓		Open to change and demonstrate a positive, solution-focused attitude		✓	
✓		Able to work on own initiative, think laterally, negotiate and develop creative and innovative solutions		✓	
	✓	Flexible and willing to work outside of normal working hours	✓		
<b>6. Other</b>					
✓		Will need to be able to travel as part of the job, in a timely manner	✓		
✓		Requires Disclosure and Barring Service (DBS) check			