



# Project Officer - Sustainability

<b>Level:</b>	Grade 7
<b>Team:</b>	Homes and Growth (Sustainability)
<b>Line Manager:</b>	Senior Project Officer – Heat Networks
<b>Responsible for:</b>	None

## About the Job

- Be an energy service subject matter expert, supporting the compliance of our heat networks with the Heat Network Regulations
- Be a first point of contact for our corporate utilities billing and supporting the reduction of our utilities carbon footprint
- Provide technical/specialist sustainability, energy and climate change expertise to teams across the organisation to embed principles and realise corporate decarbonisation targets and ambitions
- Undertake work to improve the energy efficiency of Vico Homes' heat networks and tackle fuel poverty
- Carry out performance monitoring, analysis and reporting to inform current and future investment programmes and organisational ways of working

## You'll be trusted to

- Develop, implement, monitor and measure a range of projects that incorporate sustainability into all aspects of Vico Homes' operations
- Be responsible for specific projects and take the lead in developing systems appropriate to the tasks undertaken including recording and retrieval of training information; and producing complex reports
- Lead on the monitoring, auditing and reporting on the performance of Vico Homes' heat network compliance and efficiency in accordance with the Heat Network Regulations
- Lead on the monitoring, auditing, and reporting on the performance of Vico Homes' heat networks and utilities portfolio, visiting sites and customer properties
- Be a first point of contact for utilities billing and metering enquiries, meter upgrades and faults
- Analyse energy data, metering and billing for issues management and efficiency calculations
- Identify sustainability and energy management learning and development needs for frontline workers, write guides and deliver training and briefing sessions for colleague development and more efficient and compliant business practices

- Engage customers and colleagues to support energy monitoring and efficiency improvements through advice sessions, training, meetings, events and one to one visits.
- Lead on communications with customers to meet heat network regulations requirements and improve energy efficiency and address fuel poverty issues and priority services.
- Develop and ensure all necessary information is in place to maintain other external grant funding requirements, including monitoring and compliance
- Analyse and evaluate innovative, pilot projects to help inform future capital investment within the housing stock
- Provide professional and technical data support and analysis to senior management, including for submission to Vico Executive Team (VET) and cascading to other service areas
- Maintain a high level of sustainability knowledge and changes to legislation to advise and inform on legislative changes and good practice to senior managers and colleagues across the organisation
- Maintain up to date databases and reporting
- Develop resources and communication tools/plans in support of the heat networks compliance and energy efficiency promotion to promote the Sustainability service and raise awareness of Vico Homes' objectives and aspirations in terms of improving the sustainability of its communities, protecting the environment and combatting climate change, both internally and externally
- Provide creative and practical direction on major campaigns and projects as well as create new ideas for communications material to translate policy into effective communications messages
- Provide reports and monitor the delivery of the Vico Homes Sustainability Plan with a focus on KPIs, maintaining compliance with the Heat Network Regulations
- Assist in the implementation of Vico Homes' Sustainability Plan
- As a Sustainability subject matter expert, support the development and review of organisational policies, procedures and processes to bring about business change
- Undertake resource efficiency audits; supporting the business in the implementation of sustainability principles within Procurement Tender Activities
- Design, develop and implement procedures including training and guides for support officers delegated tasks and be the first point of contact for any additional enquiries
- Be able to provide information, cover meetings and provide reports in the absence of the Senior Project Officer -Heat Networks
- Maintain and develop a knowledge and understanding of current developments, renewable technologies (including heating systems), legislation and funding streams to improve sustainability and advise colleagues at all levels
- Maintain partnerships with other organisations and bodies which will aid and compliment best practices in sustainability
- Be responsible for maintenance and development of guidance and training documents for both customers and frontline colleagues to reduce energy consumption and bills for customers, and to alleviate fuel poverty

- Ensure customers are well advised on product knowledge of heating systems and new low carbon technologies
- Raise awareness of the sustainability agenda through communication campaigns to Vico Homes colleagues, sustainability champions and customers in support of the Sustainability Plan and Vico Homes' aim to eradicate fuel poverty
- Establish effective working relationships with managers and colleagues at all levels across the organisation to provide guidance to enable the Sustainability team to play a full and effective role in corporate planning and working. This is to ensure Vico Homes can achieve its objectives and goals; with regards to embedding sustainability into the procurement of goods and services, and improving resource efficiency
- Keep up to date with current best practice and legislation on climate change and sustainability agendas and, as a subject matter expert, provide guidance and advice to both colleagues and customers on climate change and sustainability matters
- Support in the development and delivery of communications campaigns and training to Vico Homes colleagues, sustainability champions and customers
- Develop and embed the Sustainability across Vico Homes' services and assist in the creation of promotional and social media campaigns, marketing materials and awareness raising event for a range of audiences
- Assist the Senior Project Officer – Heat Networks in the specification of energy efficiency and renewable energy technologies
- Manage own caseload of projects as required
- Be responsible for the monitoring of externally financed or funded projects
- Identify new and innovative climate change opportunities, support business cases and making recommendations
- Participate in training and CPD to maintain and enhance professional standards, including participation in relevant officer forums, conferences and other external meetings, which may occasionally be out of hours
- Be required to undertake duties at any location throughout and outside the district, dependent on the needs of service delivery
- Undertake any other duties appropriate with the overall purpose of the job and the grade

### Who you'll work with:

- Internal:** All colleagues within Vico Homes, local management committees, senior managers and board members
- External:** All outside agencies as appropriate. Members of the public and customers. Other statutory and voluntary organisations. Wakefield Council, specialist consultants, other housing associations, energy suppliers and partners, members of the public and customers

## Our values

At Vico Homes our values drive us and run through everything we do. We're looking for someone to join us who can live those values like we do.

We are:



## The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
A qualification at Level 3 of the Regulated Qualifications Framework, such as A Levels, Award, Certificate or Diploma at level 3 or equivalent	✓		AF/CQ
Level 3 in Energy Awareness or willingness to work towards	✓		AF/CQ
Hold a full valid UK driving licence with access to a vehicle and the ability to travel throughout the Vico Homes operating area as required on a daily basis	✓		AF/CQ
Significant experience of working within a similar sustainability role	✓		AF/I
Clear presentation skills both verbally and written	✓		AF/I
Excellent time management and organisational skills	✓		AF/I
To be able to work under their own initiative and to given timescales	✓		AF/I
Excellent knowledge and understanding of energy efficiency, climate change and fuel poverty issues	✓		AF/I
A well-developed understanding of operational services delivery within a large organisation.	✓		AF/I
Experience of effective partnership working with a range of agencies	✓		AF/I

<b>Personal Skill Characteristics</b>	<b>Essential (Tick)</b>	<b>Desirable (Tick)</b>	<b>Method of Assessment (Code list below)</b>
Ability to obtain, analyse and present performance information, including technical data	✓		AF/I
Excellent attention to detail	✓		AF/I
Detailed knowledge of relevant IT applications	✓		AF/I
To be well motivated and have the ability to motivate others and be customer focused	✓		AF/I
Demonstrate an understanding of equality and diversity	✓		AF/I
Ability to motivate individuals and teams to achieve performance requirements	✓		AF/I
Experience of highly effective customer focused communication skills to people, managers, customers and other stakeholders	✓		AF/I
May be required to work outside normal office hours on occasion	✓		I
Experience of auditing and monitoring		✓	AF/CQ
Associate IEMA membership		✓	AF/CQ

**Key**

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification