# ROLE PROFILE

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| **Job Title:** | Net Zero Engagement Coordinator | | **Reporting to:** | Net Zero Technology Manager |
| **Directorate:**  **Team:** | Assets  Environmental Sustainability | | **Location:** | Any location across the Organisation |
| **Purpose of the role:** | | | | |
| To co-ordinate the identification and delivery of decarbonisation approaches across Thirteen’s assets and business activities. Effectively engaging our customers, colleagues and stakeholders on the journey to maximise benefits. | | | | |
| **Key accountabilities and job content:** | | | | |
| * To fulfil the requirements as set out within the Tier 5 role profile. * Coordinate Thirteens existing next zero technology and IOT solutions, to provide an overview of insight and opportunities to learn. * Work collaboratively with the wider assets team to utilise data insight from existing decarbonisation tech and IOT, to inform future business decisions in support of home quality, net zero & customer experience. * Active involvement in feasibility opportunities in support of the decarbonisation of Thirteen business operations & asset portfolio. * Provide specialist knowledge and critical evaluation of suitability on net zero technologies and energy efficiency measures, for Thirteens business, existing assets and new homes delivery. * Gain an understanding of the decarbonisation works being undertaken, ensuring you are clear on how to maximise benefits to customers, colleagues and other stakeholders. Including financial & emissions savings and health and wellbeing benefits. * Delivery of effective engagement with customers, colleagues and stakeholders ahead of the decarbonisation investment works, to sell the benefits and maximise buy in. * Co-ordinate and administer consultation events, in consultation with delivery teams, ensuring that all required documentation are completed, recorded appropriately and communicated as required. * To gain an understanding of the data required to effectively support this programme and ensure key information is relayed between customers and the business. * Be a key point of contact for support and guidance on net zero and renewable tech for colleagues and customers. Providing advice to maximise the impacts of net zero tech for the business and customers. * Undertake post installation visits to ensure customers are satisfied with the works, offering continual support to them to ensure they are confident with the management of their home and receive maximum benefit from the investment. * Attend external events, to stay up to date with the changing renewables, net zero tech and energy efficiency landscape, fuel poverty action and broader climate change agenda | | | | |
| **Qualifications:** | | | | |
| * A good standard of secondary education, particularly in English and Maths, (GCSE A-C or equivalent) * Desirable to have City and Guilds Energy Awareness Level 3 or equivalent | | | | |
| **Knowledge, skills and experience:** | | | | |
| * Experienced in delivery of excellent customer service skills in a front-line role * Ability to communicate effectively with external stakeholders, customers, and staff to get the best outcomes for the business and its customers. * Proven ability to effectively communicate technical information to a non-technical audience * Demonstrable experience of successfully delivering customer engagement projects. * Be able to demonstrate drive and passion for improving environmental impact * Skilled in report writing and the development and delivery of presentations to colleagues, customers and stakeholders * Project Management skills able to organise and prioritise workload. | | | | |
| **Role requirements and demands:** | | | | |
| **Solving problems:** | | Day to day, localised problem solving that includes the consideration of a number of issues and requires the analysis of information or situations. | | |
| **Making decisions:** | | Day to day, localised decision making that involves the interpretation and application of policies, procedures, guidelines and criteria to specific situations and can impact upon others | | |
| **Communicating:** | | Communicates on routine matters where some interpretation of the subject matter is required. | | |
| **Financial responsibility:** | | Low level spending – raising e-bis orders, Disturbance payments  *e.g. low-level purchase of equipment or services* | | |
| **People management responsibility:** | | None | | |