

# Property Liaison & Quality Officer – Energy Advisor - Grade 10

## Job Focus

**To be read in conjunction with the Property Liaison & Quality Officer Job Profile which provides the full range of responsibilities across the function**

The Sustainability Strategy Team is part of the Homes and Neighbourhoods service, working directly with Kirklees Councils tenants and residents.

The team is responsible for the development and delivery of the sustainability theme of the asset strategy. It will work with the delivery teams with the aim of making homes warm and comfortable places to live, while supporting the council's ambition to become carbon neutral by 2038.

The main purpose of the role is to provide advice and support to residents about living in a low energy home and to champion their take-up of and involvement in the delivery of schemes. The role will be instrumental in ensuring an intelligence-led approach, using data and insights to proactively identify and combat fuel poverty.

You will work with residents, colleagues, and partners to ensure schemes deliver benefits for residents and that they receive the information and advice they need to make the most of their home. You will have the ability to motivate others and manage areas of work effectively; working collaboratively with all stakeholders to ensure involvement and gain buy-in.

## Key areas of responsibility

- To work with key stakeholders to ensure that combatting fuel poverty forms an integral part of the strategy and delivery of asset management and new build delivery.
- Work closely with internal and external stakeholders to proactively build a network that supports the achievement of outcomes for residents and the delivery of objectives.
- Manage and coordinate enquiries and complaints, taking responsibility for dealing with a wide variety of issues, considering the best way to meet resident and stakeholder needs through policy and procedure.
- Continually review and develop information and support available, using feedback and learning from stakeholders and activity; particularly considering the behaviour changes renewable/ retrofit technologies can require.
- Record all appropriate data on relevant IT systems, ensuring accurate and detailed records are taken.
- Tailor approach to different stakeholder requirements taking account of individual perspectives, behaviours, and cultures and how these affect proposals
- Ensure tenants have access to energy advice, including advice on fuel options and tariffs, grants, energy efficiency, with the aim of reducing their bills and keeping them safe. Drawing in support from other services and partners, signposting customers to other sources of information and support where appropriate.

- Respond to general enquiries about energy consumption, heat retention & thermal efficiency in homes as necessary
- To raise awareness of fuel poverty across the organisation with the aim of supporting all council officers to be able to identify and act upon indicators of fuel poverty
- Support the preparation of funding bids by ensuring robust systems are in place to gather information on resident experience and identifying measurable benefits of proposals.
- Be an advocate for carbon reduction and will keep yourself updated with existing legislation and good practice.
- Support the development and implementation of a planned works process for energy schemes, ensuring feedback from customers is continually used to improve delivery.
- Evaluate complaint statistics and use the feedback to improve the service and be responsible to produce regular tenant satisfaction reports.
- Prepare professional and clearly written communications to colleagues, partners, and customers

### For Office Use Only:

Job Category	Building Services	Grading ID	KNH0001
Job ID	80102326	Last Updated	December 2021
Job Focus	No	Career Progression	No

### Contractual Variants

DBS Category	Yes	DBS Type	Enhanced
Health Check	No	Politically Restricted	No
24/7 working	No	Public Holidays	No
Night Working	No	Alternating Pattern	No
Standby	No	Other	No