

# YORKSHIRE ENERGY SERVICES

## JOB DESCRIPTION

### POST: Wrap Up Leeds Freelance Assessor

RESPONSIBLE TO: Outreach Coordinator

Salary/rate of pay: Average rate of £10 per hour  
(£3.50 per completed assessment)



#### Purpose of Post

To carry out door step assessments on properties which fall in to the Leeds City Council Wrap Up Leeds scheme. This includes interviewing householders and gathering data to allow for a referral to free, non means tested cavity wall and/or loft insulation.

Assessors are required to play a full role in all the activities of Yorkshire Energy Services (YES) to ensure its success and the delivery of the business objectives and targets.

#### Specific Responsibilities

Assessors will be expected to play a full part in the Wrap Up Leeds scheme by visiting households in selected areas, across the City of Leeds and carrying out assessments, with the aim of maximising the number of householders installing loft and/or cavity wall insulation to their property. The assessors work includes:

To follow up marketing letters and other introductions/leads:

- To call on households in areas as directed by the Outreach Team Manager;
- To interview householders to gain information to complete assessment forms on an electronic PDA;
- To secure complete, accurate and signed assessment forms;
- To achieve individual and project targets of completed, accurate assessment forms as set for each area;
- To provide accurate advice and information about Wrap Up Leeds to householders;
- To ensure at least 70% of householders within the targeted area(s) complete an assessment form and are referred to project contractors to receive a technical survey;
- To complete a minimum of 3 assessments per hour worked;
- To ensure accurate and appropriate information is provided, and no high pressure sales techniques are exerted;
- To make calls during agreed days/hours, unless by prior arrangement with a householder.

Assessment team:

- To complete and submit assessment forms on a regular basis;
- To maintain accurate personal records of visits made in the patch books;
- To liaise with the other Wrap Up Leeds and Leeds City Council staff and partners to ensure opportunities for increased householder uptake and high levels of installations are maximised.
- To ensure high quality assessing takes place, ensuring all project guidelines and regulations are adhered to.
- To liaise with neighbourhood policing teams, community organisations and where appropriate Trading Standards, Councillors and no cold calling zone officials.

Working as part of the YES team:

- To represent YES, Wrap Up Leeds, Leeds City Council and partners in a professional manner at all times;
- To ensure a good level of understanding of the Wrap Up Leeds project and its wider objectives;
- To establish and maintain good working relationships with all relevant YES staff and project partners;
- To undertake the required training and development; and
- To work flexibly and to offer all reasonable assistance and co-operation to other members of the Wrap Up Leeds team and its partners, as requested, in order to best deliver the overall project objectives.

### **Miscellaneous**

Duties must at all times be carried out in compliance with the Yorkshire Energy Services Equal Opportunities Policy.

Ensure the health and safety of all staff and resources within the postholder's area of responsibility.

**Person Specification**

ATTRIBUTES	RELEVANT CRITERIA	HOW IDENTIFIED
RELEVANT EXPERIENCE	Experience of doorstep questioning/canvassing and/or relevant experience with the public (e.g. retailing or market research).	Application Form and Interview
	Experience of working to high targets within short timescales.	Application Form and Interview
	Experience of handling enquiries and dealing effectively with clients in a professional manner, ensuring a high level of customer care.	Application Form and Interview
	Experience of handling information confidentially.	Application Form and Interview
EDUCATION AND TRAINING	Must possess at least 4 GCSE's including Mathematics and English or equivalent.	Application Form and Interview
SPECIFIC KNOWLEDGE AND SKILLS	Have effective all-round communication skills, especially in dealing with the public on a face-to-face basis, including good listening skills.	Application Form and Interview
	Awareness of Equal Opportunities.	Application Form and Interview
	Awareness of Health and Safety practices, including Safeguarding.	Application Form and Interview
	Ability to work to tight deadlines and prioritise effectively.	Application Form and Interview
	Flexible, pro-active and innovative approach with an ability to solve problems in a creative manner.	Application Form and Interview
	Ability to develop positive public relations.	Application Form and Interview
ADDITIONAL FACTORS	Commitment to Environmental Issues and Improvement.	Application Form and Interview
	Ability to manage own working schedule and achievement of the required targets.	Application Form and Interview
	The work is outdoors and therefore sometimes in inclement weather.	