

# HEET

HOME ENERGY EFFICIENCY TRAINING LTD

**Operations Co-ordinator**

**Job Application Pack**

## About HEET

HEET is a vibrant community enterprise delivering practical solutions to fuel poverty, climate change and health inequalities caused by inadequate housing. We are a charitable Community Benefit Society (No. 28988R).

### Funding

HEET's services are free of charge so they are accessible to low-income households that are in most need. We receive grant support and other forms of income from public bodies, including the local authority and central government, charitable trusts, and the private sector.

### Background & History

HEET began in 1998 when three committed residents delivered a series of advice sessions to raise awareness of energy conservation issues and promote the take up of government insulation grants. HEET now employs eight staff, delivers a number of projects in line with our mission and has carried out interventions in over 12,000 homes across north-east London.

### HEET's Mission

HEET takes a holistic approach to tackling fuel poverty and climate change: through advice, advocacy, training, installing energy-saving measures and making referrals for grant-funded home improvements.

### Aims

- Provide advice and home improvements to:
  - enable residents to save money on their fuel bills
  - improve the health, comfort and safety of residents who live in cold, unsafe homes.
  - reduce carbon emissions from homes in north-east London
- Encourage actions and behaviours, by the community and individuals, that lower energy demand.

### Who benefits from HEET

Eligibility depends on the particular service, but generally we support older people, low-income households and people with a long-term illness or disability. We work with residents in all housing tenures.

### How we're managed

Our staff team operates democratically in a non-hierarchical structure based on equal participation in decision making and equal pay. We use a consent-based decision-making process for strategic decisions. This allows us to take timely action while also incorporating or acknowledging the views of all staff. We are supported by our management committee, composed of local residents and professionals with an interest in furthering the aims and objectives of the organisation.

## Job description

**Job Title:** Operations Co-ordinator  
**Location:** HEET office, c/o Trinity URC, 58 Orford Road, London E17 9QL  
**Salary:** £36,753.75 pro-rata (£22,052 for 21 hours a week, 0.6 FTE)  
**Hours:** 21 hours / 3 days per week

This is a permanent position. Hybrid working (with at least one day a week in the office).

We are looking for the right person to take a fresh look at our systems and processes. You will drive continual improvement in our processes to refine our service to ensure we continue to meet client needs while ensuring compliance and a smooth workflow.

You are a self-motivated and organised person with an ability to communicate well with a wide range of people.

You will also maintain an overview of all project activities, ensuring HEET's services are integrated and the opportunities to make improvements to residents' homes are maximised.

You will play a crucial role in developing and administering our operational management and HR systems and processes, ensuring we are able to deliver our work effectively.

### Major Tasks:

- Review, develop and maintain processes to ensure smooth workflows
- Work with the team to monitor and evaluate performance against project targets
- Manage information - including collection from and dissemination within the team
- Ensure legal compliance – including GDPR, and Health and Safety
- Liaise with external HR support on recruitment and staffing
- Ensure operations are properly resourced (maintain stock, monitor staffing priorities)

This job description outlines the principal responsibilities and duties of the post holder. It is not an exhaustive list of specific responsibilities and duties. The post holder will also be expected to undertake any other duties within the remit of the post that fall within their skillset.

Training is available to enable staff to carry out the wide variety of tasks asked of them.

## Person specification

ESSENTIAL	DESIRABLE
<b>Skills</b>	
<ul style="list-style-type: none"> <li>● Able to think holistically, simplify complex information.</li> <li>● Able to take initiative and lead on collaborative problem solving.</li> <li>● Able to manage competing priorities effectively</li> <li>● Excellent verbal &amp; written communication skills.</li> <li>● Strong numeracy skills.</li> <li>● Good all-round IT skills.</li> <li>● Ability to manage own workload and meet deadlines.</li> </ul>	<ul style="list-style-type: none"> <li>● Ability to build good working relationships with a wide variety of people</li> </ul>
<b>Experience</b>	
<ul style="list-style-type: none"> <li>● Experience of developing and implementing improved workflows.</li> </ul>	<ul style="list-style-type: none"> <li>● Experience of working in a service-based organisation</li> <li>● Experience of collective working, including running meetings and participating in collective decision making</li> <li>● Effective use of client Relationship Management (CRM) software and online collaboration tools.</li> <li>● Experience of operational HR – procedures.</li> </ul>
<b>Knowledge</b>	
	<ul style="list-style-type: none"> <li>● An understanding of relevant health and safety issues to maintain safe working practices</li> <li>● An up-to-date knowledge of obligations under GDPR and best practice for managing client data</li> <li>● An understanding of the HR function, and HR systems and processes</li> </ul>

	<ul style="list-style-type: none"> <li>• A good understanding of fuel poverty issues</li> </ul>
<b>Values</b>	
<ul style="list-style-type: none"> <li>• A commitment to working co-operatively with other members of the HEET team to deliver HEET's mission</li> </ul>	

## How to apply

Please complete the application form and monitoring form and return them to us no later than **10am on Monday 4 March 2024**.

We draw your attention to the personal statement section on page three - this is a very important part of the application process and must be completed. Unfortunately, a CV will not be sufficient.

Applications by either post or email are welcome. Please email your completed form to [info@theheetproject.org.uk](mailto:info@theheetproject.org.uk) or send postal applications to HEET, 58 Orford Road, E17 9QL.

For details about how we process your data, please see our [privacy notice](#).

We are very sorry, but we cannot reply to all applicants, so if you have not heard from us by Monday 11 March, then you should assume that you have not been shortlisted for an interview.

## Equal Opportunities

We are committed to equity and representation, and aim to reflect the communities in which we live and work. We welcome applications from everyone.