**POSITION DESCRIPTION**



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| **POSITION TITLE:** | Energy Transitions Project Officer | |
| **POSITION NO:** | 3667 | |
| **CLASSIFICATION:** | Band 6 | |
| **AWARD / LWAA:** | Moreland City Council Enterprise Agreement | |
| **DEPARTMENT:** | | City Futures |
| **BRANCH:** | | City Change |
| **WORK UNIT:** | | Sustainable Communities |
| **REPORTS TO:** | | Zero Carbon Moreland (ZCM) Implementation Lead |
| **SUPERVISES:** | | NIL |
| **PREPARED BY:** | | Zero Carbon Moreland (ZCM) Implementation Lead |
| **APPROVED BY:** | | Sustainable Communities Unit Manager |



*As an employee of Moreland City Council you are required to observe all Policies, Codes of Conduct, use and wear personal protective clothing and equipment (where applicable) and follow work instructions and relevant regulations.*

1. **POSITION OBJECTIVES:**

* To enable delivery of programs that assist Moreland residents and business to access support including rebates and finance for solar and energy efficiency measures.
* Current projects are the Covid-19 response grants program and Energy Savvy Upgrades as part of the Zero Carbon Moreland (ZCM) Climate Emergency Action Plan Implementation project.
* Outcomes include at least 100 grant subsidised thermal retrofits and 50 grant subsidised solar systems to low income/CALD households.
* Responsible for program recruitment, registration and participation, including ‘concierge’ support to residents and liaison with delivery partners.
* To act as a first point of call to address enquiries on the current energy transition programs, providing an efficient and smooth flow of information.
* To administer these energy transition programs with adequate policies and controls to ensure program compliance, monitoring and evaluation requirements are met.
* Progress internal and external stakeholder engagement to develop Council’s capacity to begin offering residential Environmental Upgrade Finance (EUF).

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| **Value** | **Statement** |
| Untitled-1_Page_1.png | We acknowledge our main purpose is to work with our Community and customers |
| Untitled-1_Page_2.png | I will support and value others |
| Untitled-1_Page_3.png | I take pride in my work and am responsible for doing it well |
| Untitled-1_Page_4.png | I will do what I say |
| Untitled-1_Page_5.png | We will work within and across the organisation to achieve community outcomes |

1. **KEY RESPONSIBILITY AREAS:**

**Energy Transitions Programs**

* Program design/development and administration of the Council’s energy transition programs,
* Supporting marketing/promotion, household recruitment (incl via agencies and internal service areas) and warm referral to relevant service providers for assessments and quotes
* Supplementary ‘concierge service’ to ensure great outcomes and customer service for participating households
* Reviewing quotations and other relevant documents from delivery partners to ensure individual households are receiving upgrades that conform with program guidelines and for quality assurance purposes
* Monitoring and reporting on KPIs of each energy transition program, including expenditure.
* Assist the ZCM Implementation lead with project management tasks including energy transition programs/initiatives targeting reducing energy poverty / climate justice outcomes.

**Financial Management**

* Responsible for raising purchase and receipting invoices for energy transition programs for consideration by the ZCM Implementation Lead

**Corporate Responsibilities**

* Preparation of monthly budget reports.
* Review existing service provisions, assist in developing research to identify potential users and service groups and develop promotional activities to advise people of opportunities available.
* Submit reports to Council and senior officers as required.

**Strategic Planning**

* Assist with the facilitation of Councils key strategic objectives and future direction for the development of grants program and key programs/services/activities and community support functions.

**Administrative Tasks**

* Assist ZCM Implementation Lead with purchase orders, sub contract orders, invoicing and ensure compliance with all relevant purchasing policies.

**Public Enquiries**

* Provide courteous and efficient support to Branch enquiries.

**Audit & Risk Management**

* Behave ethically when undertaking duties, ensure strong and effective fraud and corruption controls are established and regularly reviewed for the work area and provide advice and educate Branch staff.
* Lead risk management practice by identifying, assessing, influencing, preventing, treating and monitoring risk relevant to the role, the work area and broader organisation.

**Community Engagement**

* Champion customer-centric behaviours and staff and community engagement that supports collaboration and richer outcomes.

**Continuous Improvement**

* Implement and maintain Continuous Improvement System standards and procedures.

Environmental Sustainability

* Incorporate Council’s environmental sustainability objectives and targets into projects and programs.
* Promote and participate in a culture of environmental sustainability.

**Occupational Health & Safety**

* Implement and maintain health and safety standards and procedures according to legislation and consistent with MoreSafe.
* Demonstrate effective leadership on OHS matters

Diversity & Equity

* Undertake all duties with an awareness of and sensitivity to diversity and equity in accordance with Council policy.

Records Management

* Ensure that complete and accurate records relating to business activities are maintained and stored in Council’s electronic records management system (including correspondence, reports, emails) in accordance with Council policy.

**Other duties**

* Required to undertake other duties as directed.

1. **ORGANISATIONAL RELATIONSHIP:**

**Reports to:** ZCM Implementation Lead

**Supervises:** Nil

**Internal Liaison:** Sustainable Communities Unit, Finance & Procurement, Aged & Community Support Branch, Community Development & Social Policy Unit, Communications.

**External Liaison:** Delivery partners for residential energy efficiency upgrades and solar system installations

Relevant state and federal departments / agencies incl Victorian Department of Environment, Land Water and Planning (DELWP) and Solar Victoria,

Local social service providers / networks (eg. Brotherhood of St Laurence, Uniting Kildonan etc)

Local residents, in particular low income and Culturally and Linguistically Diverse (CALD) households.

#### JOB CHARACTERISTICS RELEVANT TO THE POSITION

The following Job Characteristics should be read in the context of the definitions describing the characteristics required of a Band 6 employee as outlined in Part B of the Enterprise Agreement (Victorian Local Authorities Award 2001, Appendix A, Part A - Employee Band 6, Clause 6)

1. **ACCOUNTABILITY AND EXTENT OF AUTHORITY:**

* Accountable to the ZCM Implementation Lead for the performance of all duties
* Work largely independently, with routine activities undertaken with minimal supervision.
* Responsible for building standards and procedures administering the energy transition grants system
* Has input into policy development relating to energy transitions projects
* Provide accurate information and relevant advice to delivery partners and other internal and external parties, about Council’s energy transition programs.
* Freedom to act is subject to regulations, policies and regular supervision. The effect of decisions and actions taken may be significant, but may be reviewed by ZCM Implementation Lead
* Engage, maintain linkages and provide professional support to delivery partners and program participants

1. **JUDGEMENT AND DECISION MAKING:**

* Exercise sound judgement in establishing processes for recording information about referrals, participants, and financial expenditure in the energy transition programs.
* Exercise good judgement and initiative in recommending and improving procedures and work practices to ensure energy transition programs run smoothly, and customer’s expectations are met and exceeded.
* The role may involve problem-solving, using procedures and guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience. Problems are occasionally of a complex or technical nature with solutions not related to previously encountered situations and some creativity and originality is required.
* Awareness and sensitivity to Council’s reputation whilst working with the community
* Guidance & advice would usually be available.

1. **SPECIALIST KNOWLEDGE AND SKILLS:**

* Technical proficiency in producing quality reports, presentations, maintaining and managing data and information using MS office and various other software including a proven background/experience in entering, managing and reporting on customer related data
* An understanding of local government procedures and practices is an advantage
* Experience in and knowledge of the energy efficiency and solar industries and/or relevant technologies and systems is a distinct advantage.
* Good knowledge of and commitment to general sustainability issues is an advantage.
* Bi-lingual skills an advantage.

1. **MANAGEMENT SKILLS:**

Ability to plan and manage work in order to achieve position objectives

Ability to set priorities and achieve targets within specified time lines in the most efficient way possible within the resources available

Project management skills

1. **INTERPERSONAL SKILLS:**

* Well developed organisational skills
* Highly motivated and proven ability to establish & sustain positive working relationships with people from a range of socio & cultural backgrounds
* Excellent customer relations/customer service skills and demeanour, especially experience in assisting and/or advocating on behalf of vulnerable community members and building trust-based relationships.
* Strong written skills including good grammar, punctuation, spelling and accuracy for proofreading materials and developing correspondence.
* Excellent oral communications skills. An ability to be able to explain technical information in simple terms would be an advantage.
* Ability to professionally represent Council at public meetings
* A sensitivity to local politics
* Ability to liaise and gain co-operation of other Council staff, service providers and service users to achieve set goals
* Strong commitment to working independently and as part of a team.
* Able to liaise with counterparts in other organisations and other Council staff to discuss and resolve specialist matters
* Commitment to quality outcomes and efficient work practices.

1. **QUALIFICATIONS AND EXPERIENCE:**

* Experience in and/or a tertiary qualification in sustainability or community development or a related discipline and experience in working on projects with community focus

1. **PHYSICAL REQUIREMENTS OF THE POSITION**

**TASK** **ANALYSIS**

In the course of his/her/their duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

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| --- | --- | --- | --- | --- |
| **Condition/Activity** | Constant | Frequent | **Occasional** | **N/A** |
|  |  |  |  |  |
| Manual handling weights -above 10kgs  -below 10kgs | ( )  ( ) | ( )  ( ) | ( )  ( ) | (X) (X) |
| Manual handling frequency | ( ) | ( ) | ( ) | (X) |
| Repetitive manual work | ( ) | ( ) | ( ) | (X) |
| Repetitive bending/twisting | ( ) | ( ) | ( ) | (X) |
| Working with arms above head | ( ) | ( ) | ( ) | (X) |
| Lifting above shoulder height | ( ) | ( ) | ( ) | (X) |
| Using hand tools – vibration/powered | ( ) | ( ) | ( ) | (X) |
| Operating precision machinery | ( ) | ( ) | ( ) | (X) |
| Close inspection work | ( ) | ( ) | ( ) | (X) |
| Wearing hearing protection | ( ) | ( ) | ( ) | (X) |
| Wearing eye protection | ( ) | ( ) | ( ) | (X) |
| Working in dusty conditions | ( ) | ( ) | ( ) | (X) |
| Working in wet/slippery conditions | ( ) | ( ) | ( ) | (X) |
| Wearing Gumboots | ( ) | ( ) | ( ) | (X) |
| Wearing safety shoes/boots (steel cap) | ( ) | ( ) | ( ) | (X) |
| Working with chemicals/solvents/detergents | ( ) | ( ) | ( ) | (X) |
| Washing hands with soap (hygiene) | ( ) | ( ) | ( ) | (X) |
| Working at heights | ( ) | ( ) | ( ) | (X) |
| Working in confined spaces | ( ) | ( ) | ( ) | (X) |
| Working in chillers (+4 degrees C) | ( ) | ( ) | ( ) | (X) |
| Performing clerical duties | ( ) | ( ) | ( ) | (X) |
| Working on a keyboard | ( ) | ( ) | ( ) | (X) |
| Driving cars and/or trucks | ( ) | ( ) | ( ) | (X) |
| Other (please specify)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | ( ) | ( ) | ( ) | ) | |

Other special features (e.g. nature of chemicals, travelling requirements, etc):

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1. **KEY SELECTION CRITERIA**

* Experience in and/or a tertiary qualification in sustainability or community development or a related discipline and experience in working on projects with community focus
* Excellent organisational and time management skills, including the proven ability to work independently, display initiative and problem-solve.
* Communication Skills - Strong verbal and written skills, demonstrating a high level of accuracy and delivering information of a consistently high quality, delivered clearly and articulately.
* Customer Focus - Strong, proven skills and experience in the provision of excellent customer service, with the ability to engage, assist and influence customers, using good judgement at all times to expertly deal with difficult enquiries while providing service excellence.
* Technical proficiency in producing quality reports, presentations, maintaining and managing data using MS office and various other software.
* Experience in and/or knowledge of the energy efficiency and/or solar industry, relevant technologies and systems or similar will be a distinct advantage.

**SIGNATURE PAGE**

**This is to certify that the position description has been drawn up/reviewed by both employee & Supervisor/Manager.**

###### Date / /

**(Staff member’s signature)**

**Date / /**

**(Supervisor/Manager’s signature)**

**Please send original signed document to the HR Officer (Human Resources) and also forward an electronic version to be filed in the Position Description database.**