



TRAINING AND ASSESSMENT OFFICER (Wales based)

Directorate of Operations: Skills, Standards and Delivery Mechanisms

JOB DETAILS

BACKGROUND INFORMATION ABOUT NEA

(i) NEA – the national energy charity

National Energy Action (NEA) is a national charity which works to improve and promote energy efficiency and aims to bring social, environmental, housing and employment benefits. Working in partnership with central and local government, fuel utilities, housing providers, consumer groups and voluntary organisations, NEA aims to eradicate fuel poverty and campaigns for greater investment in energy efficiency to help low income and vulnerable households achieve affordable warmth. It currently employs around 80 staff at our national headquarters in Newcastle upon Tyne and in regional offices across England, Wales and Northern Ireland.

NEA achieves its objectives through:

- Developing and managing practical projects which demonstrate innovative ways of tackling fuel poverty and bringing the wider benefits of energy efficiency to communities;
- Carrying out research and analysis into the causes and extent of fuel poverty and the developing policies which address the problem;
- Providing advice and guidance on good practice in delivering energy efficiency services to low income householders;
- Providing direct advice and support to clients who may be struggling to heat their homes affordably;
- Developing national qualifications and managing their implementation to improve the standards of practical work and the quality of energy advice;
- Campaigning to ensure social and environmental objectives are brought together under national energy efficiency programmes.

NEA has established a profile as a leading national fuel poverty charity. Please visit our website at www.nea.org.uk to find out more about our work.

The Operations Directorate – delivering projects and services

NEA seeks to advise and support householders directly via a range of projects delivered by the Operations Directorate. Operations delivers a varied programme of work throughout England and Wales and is divided into two teams with broad responsibilities as set out below. Individual projects may have different objectives but all aim to offer advice and support services directly to householders or to frontline staff working with vulnerable and fuel poor householders. The Directorate also delivers accredited training courses, income maximisation and technical services. Responsibilities of the two directorates are divided as follows:

Operations	
Community Engagement and Demonstration (UK)	Skills, Standards and Delivery Mechanisms (UK)
<ul style="list-style-type: none">• Community Engagement• Operational Partnerships• Project Design and Delivery• Incomes Maximisation and Benefits Advice	<ul style="list-style-type: none">• Training and Education• Innovation• Technical Evaluation• Project Design and Delivery• Engagement with Smart Meter Roll Out

NEA obtains sponsorship and funding from a range of sources to enable the charity to meet its objectives to work with public, private and community sector partners to develop innovative projects which seek to establish good practice in bringing affordable warmth solutions to low income and vulnerable households. Lessons learned from project delivery are evaluated to inform NEA's policy recommendations to central and local governments, consumer bodies or other partners. The Operations Directorates consist of staff with a range of skills, including specialisms in community engagement and partnership development, technical understanding of energy efficiency measures, training delivery and skills development (including examination and assessment), fuel debt advice and the health impacts of fuel poverty.

(iii) The post of Training and Assessment Officer

The role of Training and Assessment Officer will be part of the Operations Directorate. The postholder will report to NEA's Training and Assessment Manager and work closely with the Head of NEA Cymru to deliver NEA's training and qualifications to stakeholders working with low income and vulnerable households predominantly in Wales. These courses cover key issues associated with fuel poverty, fuel debt, affordable warmth, low carbon technologies and practical energy efficiency advice.

You will have a relevant training or education qualification and recent experience of delivering adult training. Ideally, you will also have experience in the fields of energy, community development, debt or money advice, consumer issues or housing.

With excellent communication skills and IT skills, you will have a passion and enthusiasm to deliver training to people from diverse backgrounds and the desire to make a positive difference to people's lives.

You will need good organisational skills and the ability to work on your own and as part of a team, as well as an understanding of how to effectively address the energy needs of low income, vulnerable or disadvantaged householders.

The post holder will also be involved in assisting with the identification of opportunities for new training-related activity and content.

The post holder will be expected to travel extensively across Wales, as well as occasionally in England. This will require overnight stays and flexibility on the part of the post holder.

Coronavirus (COVID-19)

NEA continues to review and act on Government guidance to prioritise safe working conditions for all staff and presently all staff are working from home.

TERMS AND CONDITIONS OF EMPLOYMENT

Salary:	The salary range is £25,482 – £30,169 (Scale 6 – SO1, Points 18-25)
Hours of work:	37 hours per week, Monday to Friday on a flexi-time basis. Applicants must be willing to work away from home as required. In the event of work undertaken on evenings or weekends, and which may involve travel away from the office, time off in lieu of payment is given.
Contract:	This post is permanent.
Holidays:	25 days, plus 3 additional days in the Christmas/New year period, plus all public holidays per annum.
Pensions and other benefits:	NEA offers a money-purchase, non-contributory pension scheme. 11½% of basic salary will be paid by NEA into the pension. NEA also offers death-in-service benefit cover to state retirement age and enhanced sick pay.
Office:	We have a desk available for the successful candidate at our Wales office , NEA Cymru, Room 4E, 1 Cathedral Road, Cardiff, CF11 9HA although alternative locations can be discussed upon appointment of the successful candidate.

INTERVIEWS

Interviews will be either face-to-face or held over Zoom as required. Instructions will be provided to shortlisted candidates in advance. **Interviews will be held on 11th or 12th May 2021.**

APPLICATION PROCEDURES

Applications should be submitted on an NEA application form. Use this form to detail how you meet the person specification, including why you are interested in the post, your qualifications, experience

and any other relevant information. CVs are not accepted.

For an informal chat about this vacancy please contact Chris Ellis, Training and Assessment Manager on 07748755194.

The closing date for applications is 26th April at 12 noon.

Please email your completed application to: tracy.norris@nea.org.uk

NEA aims to be an equal opportunities employer. We welcome applications from any applicant who has the necessary skills and experience for the post.

JOB DESCRIPTION

Post: Training and Assessment Officer (Wales based)

Responsible to: Training and Assessment Manager

Responsibilities:

1. Act as course tutor, delivering NEA's training courses and qualifications to a wide range of organisations, including local authorities, housing associations, voluntary and community groups, and commercial organisations across Wales and the wider UK, fulfilling the flexible travel requirements of the role.
2. Act as an examiner for all NEA qualifications and assist in the development of future assessment-based qualifications.
3. Ensure that NEA's training courses are well organised, presented and evaluated and provide regular reports and course information to relevant staff and funders, as appropriate.
4. Ensure that NEA training and assessment content is regularly reviewed and kept up-to-date and that relevant colleagues are informed of any changes as appropriate.
5. Design, develop and produce engaging and innovative training presentations and materials as appropriate, for face-to-face and online delivery. Adapt to and implement changes as a result of developments in the fuel poverty and domestic energy efficiency policy context, in consultation with the Training and Assessment Manager and other training colleagues.
6. Contribute to the general work of NEA's Directorate of Operations and assist with the promotion and funding submissions of NEA's training and education services to a wide range of audiences.
7. Adhere and contribute to NEA's BSI:ISO9001 quality management system, including the quality assurance procedures and processes as directed.
8. Contribute to NEA publications, seminars, conferences and training events as appropriate.
9. Other responsibilities as may be agreed from time-to-time.

Grade: Local Authority Scale 6 -SO1

REF: T&AO/Jan2021

PERSON SPECIFICATION

Training and Assessment Officer (Wales based)

Candidates should demonstrate they meet the following requirements:

Criteria	Essential	Desirable
Knowledge, experience & skills	<ul style="list-style-type: none"> ◆ Relevant experience of adult training delivery ◆ Experience of course design and development ◆ Good level of numeracy ◆ Good IT skills and understanding of Microsoft Office (incl. PowerPoint, Word and Excel) 	<ul style="list-style-type: none"> ◆ Experience of webinar and/or e-learning development and delivery ◆ Experience or knowledge of energy, community development, debt or money advice, consumer issues or housing ◆ An understanding of the devolved fuel poverty and energy efficiency agenda in Wales. ◆ Ability to undertake research relevant to course design ◆ Experience of assessing and evaluating training needs ◆ Understanding of different learning styles ◆ The ability to communicate in Welsh-language
Education and Training	<ul style="list-style-type: none"> ◆ Degree or equivalent qualification * ◆ Training or education qualification * 	
Communication	<ul style="list-style-type: none"> ◆ Excellent oral and written communication ◆ Creative and structured approach to training delivery ◆ Sound presentational skills ◆ Communicate effectively with a diverse range of external stakeholders and internal staff. 	<ul style="list-style-type: none"> ◆ Understanding of the marketing needs of a training environment ◆ Demonstrated ability to effectively represent an organisation to external stakeholders.
Personal Qualities	<ul style="list-style-type: none"> ◆ Self-motivated and the ability to work individually and collaboratively as part of a team. ◆ Commitment to the aims and objectives of NEA and to the eradication of fuel poverty ◆ Willingness to work outside normal office hours and away from home. ◆ Good organisational and administrative skills 	<ul style="list-style-type: none"> ◆ Experience of working with vulnerable householders, low income and/or other disadvantaged groups.
Other	<ul style="list-style-type: none"> • A clean driving licence** 	<ul style="list-style-type: none"> • Use of a car **

* Candidates without such qualifications but able to demonstrate significant relevant experience and who meet all other essential criteria will be considered provided they are willing to undertake such a qualification, supported by NEA.

** NEA operates a public transport use policy for all staff. However due to limitations of public transport across some parts of Wales this is not always possible, so the postholder would need to have a clean driving license.