

# Make a real difference to Maroondah



## Sustainable Energy Officer

**Position Number:** SP024  
**Classification:** Band 5  
**Responsible to:** EAGA Program Leader – Sustainable Energy  
**Service Area:** Integrated Planning

Crim check - if required	YES
Working with Children Check ID Card (Employee) - if required	NO

### Role and Summary Statement

The Sustainable Energy Officer (SEO) reports to the EAGA Program Leader and is responsible for providing administrative assistance and customer service support integral to the successful delivery of the Solar Savers program, led by the Eastern Alliance for Greenhouse Action (EAGA) and Northern Alliance for Greenhouse Action (NAGA). This position is also responsible for promoting the Solar Savers program in being delivered to all members of the community.

### Tasks and responsibilities

1. Provide exceptional customer service and administer the project, including responding to all enquiries, reviewing expressions of interest, determining eligibility and maintaining accurate records in applicable systems whilst updating processes.
2. Develop and implement program communication materials (E.g. FAQs and Factsheets) to ensure the efficient delivery of the project and provide regular updates to existing participants and partners.
3. Promote the benefits of the Solar Savers program to potential customers, including the facilitation of information sessions, webinars, and update webpage content with promotional materials.
4. Communicate effectively with householders via phone and email and support low income households to install solar PV systems by providing advice on government incentives and suitable financing options.
5. Coordinate and oversee the installation progress of solar PV systems and communicate with installation suppliers and contractors.
6. Advocate on behalf of participants during the installation process acting as a local contact to advise on installation issues.

7. In conjunction with the EAGA Program Leader, seek out opportunities to improve the delivery of the program and strengthen existing relationships by liaising with relevant stakeholders to troubleshoot participant issues.
8. Support the EAGA Program leader in the development and expansion of the Solar Savers program to incorporate businesses, including coordination of activities with other EAGA programs targeting the region's businesses
9. Provide administrative and ad-hoc support for other EAGA projects as required.
10. Cooperate and comply with the requirements of all Maroondah City Council policies and procedures and any actions taken by Council to comply with relevant Acts and Regulations.
11. Actively support and promote Equal Employment Opportunity (EEO) within the workplace in accordance with the Equal Opportunity Act 2010, Racial Tolerance Act 2001, Disability Discrimination Act 1992, Human Rights and Equal Opportunity Commission Act 1986, Workplace Relations Act 2006, Racial Discrimination Act 1975, Sex Discrimination Act 1984, Equal Opportunity for Women in the Workplace Act 1999, Occupational Health and Safety Act 2004, Local Government Act 1989, and Council policies.
12. Cooperate and comply with the requirements of all Maroondah City Council Occupational Health and Safety policies and procedures and any actions taken by Council to comply with the Occupational Health and Safety Act 2004 and other regulations. This includes taking reasonable care for the own safety and the safety of others who may be affected by their actions or omissions, including employees, contractors, volunteers, Council customers and the community in general.
13. Comply with the requirements of applicable Child Safety legislation such as the Child Wellbeing and Safety Act 2005 (Vic), Crimes Act 1958 (Vic), Children, Youth and Families Act 2005 (Vic), and Working With Children Act 2005 (Vic), as amended and/or replaced from time to time. Comply with Council's Child Safe Standards and Reportable Conduct Policy and assist Council to achieve a prevention focused, proactive and participatory approach to achieving and maintaining positive Child Safety related outcomes.
14. Observe the application of the Council Risk Management Policy and Strategy; be accountable for adherence to the same policy. Report identified hazards that may pose a risk to others and/or may give rise to an insurance claim. Ensure that all buildings, motor vehicles, equipment and other assets under your control are maintained in accordance with the defined standards and any required maintenance or damage are promptly reported to the appropriate officer for rectification. (Inspections/risk assessments should take into consideration the risk for safety, security, vandalism, burglary/theft and fire/arson).
15. Comply with the requirements of applicable privacy legislation (e.g. Privacy and Data Protection Act 2014 (Vic); Health Records Act 2001 (Vic) as amended and/or replaced from time to time.
16. Adhere to the requirements of Council's Privacy Policy, that incorporates relevant Information Privacy Principles (IPPs) and Health Privacy Principles (HPPs), as amended and/or replaced from time to time.

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## Organisational relationships

**INTERNAL** Management and employees

**EXTERNAL** Members of public, community groups, government agencies and service providers

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## Person specification

To perform the job successfully, an individual should demonstrate the following competencies and qualities:

### Qualifications

#### **Essential**

- > Degree or Diploma level qualifications in an area such as environment, sustainability or community engagement, or, post-secondary qualification with relevant experience

### Experience

#### **Essential**

- > Excellent interpersonal skills in client management and engagement skills especially with vulnerable and low-income households
- > Demonstrated experience in the accurate administration of a project, including document management and database entry
- > Demonstrated ability to accurately capture, summarise and report key data to stakeholders
- > Strong ability to manage multiple stakeholders across a single project keeping them informed and responding to them in a timely manner
- > Strong written and verbal communication skills

#### **Desirable**

- > Experience in local government or knowledge of local government processes highly regarded
- > Experience with renewable energy projects, residential solar PV and/or energy efficiency

### Other certificates, checks and licences

Pre-employment medical check, CrimCheck, Current Driver's Licence and access to a reliable vehicle.

## ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- > May supervise resources, other employees or groups of employees and / or provide advice to or regulate clients and / or give support to more senior employees
- > In positions where the prime responsibility is for resource supervision, the freedom to act is governed by clear objectives and / or budgets, frequent prior consultation with more senior staff and a regular reporting mechanism to ensure adherence to plans
- > In positions where the prime responsibility is to provide specialist advice to clients or to regulate clients, the freedom to act is subject to close supervision or the clear guidelines. The effect of decisions and actions taken on individual clients may be significant but the decisions and actions are always subject to appeal or review by more senior employees
- > In positions where the prime responsibility is to provide direct support and assistance to more senior employees, the freedom to act is not limited simply by standards and procedures, and the quality of decisions and actions taken will often have an impact upon the performance of the employees being supported

## JUDGEMENT AND DECISION MAKING

- > The objectives of the work are well defined but the particular method, process or equipment to be used must be selected from a range of available alternatives.
- > Guidance and advice are always available within the time available to make a choice.

## SPECIALIST KNOWLEDGE AND SKILLS:

- > Specialists and employees involved in interpreting regulations require an understanding of the underlying principles involved as distinct from the practices.
- > Support employees also require an understanding of the role and function of the senior employees to whom they provide support, an understanding of the long-term goals of the unit in which they work, and an appreciation of the goals of the wider organisation.
- > All employees require an understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents.

## MANAGEMENT SKILLS:

- > These positions require skills in managing time, setting priorities and planning and organising one's own work and in appropriate circumstances that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- > Where supervision is part of the job, the position requires an understanding of and ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employees training and development.

## INTERPERSONAL SKILLS:

- > Requires the ability to gain co-operation and assistance from clients, members of the public, and other employees in the administration of defined activities and in the supervision of other employees or groups of employees.
- > Expected to write reports in their field of expertise and to prepare external correspondence of a routine nature.

**Agreement:** I have read, understood and agree to comply with this position description.

Name:

Signature:

Date:

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**Prepared by:** EAGA Program Leader – Sustainable Energy      **Authorised by:** Workplace People and Culture

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**Date reviewed:** October 2020

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## Selection criteria

### Criteria 1

Degree or Diploma level qualifications in an area such as environment, sustainability or community engagement, or, post-secondary qualification with relevant experience

### Criteria 2

Demonstrated experience communicating professionally with project partners, keeping them informed and responding in a timely manner.

### Criteria 3

Demonstrated ability to accurately administer and track projects, including document management, database entry and webpage updates

### Criteria 4

Demonstrated ability to deliver information and respectfully engage with the community, including vulnerable and low socioeconomic households and those with low communication skills.

**NOTE: Candidates are required to address each of the selection criteria in their applications.**

# Personal capability requirements

Requirements	Frequency			
	Unlikely	Possible	Occasionally	Regularly
<b>Passive</b>				
Sitting - counter / desk				•
Sitting – vehicle				•
Operating telephone / computer				•
Writing / reading				•
<b>Manual Handling</b>				
Bending / twisting Spine	•			
Working with one or both hands above shoulder height	•			
Lifting (5kg or under p/item)	•			
Lifting (5kg or over p/item)	•			
Requiring low/light application of force	•			
Requiring medium to high application of force	•			
Lifting/holding/restraining children	•			
Exerting force in an awkward posture	•			
Holding & supporting equipment	•			
<b>Agility</b>				
Squatting / kneeling	•	•		
Looking up / looking down	•	•		
Reaching forwards or sideways	•	•		
Gripping or grabbing equipment	•	•		
<b>Mobility</b>				
Walking / standing- briefly				•
Walking / standing- extended				•
Walking on uneven ground			•	•
Climb steps/stairs			•	•
Climb ladder	•			
Driving – passenger vehicle			•	
Driving – light commercial (regular drivers licence)	•			
Driving – bus (endorsed licence)	•			
Driving – machinery/heavy commercial	•			
<b>Sensory</b>				
Hearing – face to face / telephone conversations				•
Hearing – working with loud machinery	•			
Visual – read printed material, signage				•
Visual – computer screen, electronic signs				•
Visual – driving	•		•	
Visual – watching with vigilance (e.g. SXS, Lifeguard)	•			
<b>Emotional</b>				
Dealing with complex customers / residents				•
Supporting dependent persons			•	
Dealing with conflict			•	
Managing complex personal situations			•	
Providing empathy				•
<b>Work Environment</b>				
Outdoor – exposed to elements, plant & equipment	•			
Confined spaces	•			
Working alone				•
Working at heights (greater than 2m)	•			
Exposure to extensive dust	•			
Pollen (or other allergens)	•			
Exposure to polluted odours and/or chemicals	•			
Personal waste	•			

## Office Use – Pre employment Medical Checks

	If selected - Musculoskeletal assessment recommended
	If selected - Audiology (hearing) assessment recommended
	If selected – Vision assessment recommended

## Office Use – Other Checks

	If selected – Risk assessment for PDA recommended
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# Our workplace values



Our people | Our service | Our approach

## Organisational vision

We will foster a prosperous, healthy and sustainable community.

## Our mission

We are dynamic and innovative leaders, working in partnership to enhance community wellbeing.

## Our values

We are **ACCOUNTABLE** to each other  
and our community

We collaborate in an adaptable and  
**SUPPORTIVE** workplace

We **PERFORM** at our best

We are open, honest, **INCLUSIVE**  
and act with integrity

We ensure every voice is heard,  
valued and **RESPECTED**

We are brave, bold and aspire  
to **EXCELLENCE**