

# GROUNDWORK GREATER MANCHESTER



## Water Efficiency Engagement Officer



### SALARY

Pay Grade: E

GGM operates a graded pay scheme which permits salary progression within grade subject to appropriate performance level. Our normal policy is to appoint at base of grade.

### CONTRACT DETAILS

Permanent

36.6 hours per week

Based at Groundwork offices in Trafford Park or Ashton-under-Lyne within Greater Manchester

We aim to support a healthy work-life balance. As such we operate a flexi-time system and part-time and flexible working options are available. We are happy to discuss preferred working arrangements with candidates within the parameters of the role requirements.

### ACCOUNTABLE TO

Homes Program Manager

### RESPONSIBLE FOR

Trainees/Volunteers

### OVERVIEW OF THE POST

Groundwork Greater Manchester is an environmental and social regeneration charity, and member of the national Federation of Groundwork Trusts, working through partnerships to deliver a greener more resilient city region with stronger, healthier communities, responsible businesses and enhanced prospects for all local people.

You will join the Homes Team and assist the Water Efficiency Lead in the delivery of Water Efficiency projects. The team deliver Water Efficiency audits across the Northwest to businesses and schools. Audits include behaviour change, Water Literacy Awareness, providing and installing water efficiency devices, identifying and fixing water leaks, and promoting and facilitating rain water harvesting and sustainable drainage solutions to reduce water consumption.

You will be required to develop good working relationships with project partners and colleagues and liaise with other members of Groundwork staff delivering similar or complementary services.

You will generate and respond to referrals and be responsible for providing effective support and customer service. Both advisory and practical, to enable people to make positive changes to their behaviour and to improve the quality of their lives through water savings. You will attend relevant team meetings/training to raise awareness of the programme and to develop/improve skills.

## ROLE & MAIN PURPOSES OF THE POST

- Assist the Water Efficiency Lead to deliver commercial and domestic water audits across the North West of England by being responsible for responding to referrals, making bookings and customer service and engagement.
- Identify and engage key stakeholders who are able to help Groundwork access opportunities to deliver the service.
- Work with delivery staff to ensure that the project meets all the client's requirements
- Liaise with householders, schools and businesses on a day-to-day basis and build good/positive working relationships with them.
- Provide advice and follow up support to householders, businesses and schools to encourage them to further reduce their water consumption, and make cost savings by making changes to their behaviour.
- Provide water saving reports to customers on their usage and possible savings answering any queries they may have.

### Business & Service Development

- Manage relationships at a programme level to support project delivery and development.
- Use relevant internal and external data to inform service development and practice.
- Work closely across internal teams, Groundwork UK and other Groundwork Trusts where appropriate to develop services and share learning.

### Financial & Resource Management

- Understands and manages resources for specific tasks and activities

### People Management & Development

- Embeds the Trusts culture and values through your own behaviour and providing supportive challenge to others
- A commitment to share specialist skills and knowledge with others
- Ability to communicate project status to all stake holders as required

### Internal Management

- Supports delivery of business improvement priority plans within the Homes team
- Ensure GDPR across all projects

### Other

- Eg Deputise for Homes Team to cover short-term capacity gaps and absence
- Perform all other duties as assigned

**Person Specification**

**Essential Experience**

- Excellent Communication Skills
- Stakeholder engagement

**Desirable Experience**

- Working with people from a diverse range of backgrounds

**Essential Knowledge, Skills and Qualifications**

- Ability to manage own workload, deal with conflicting demands and deadlines
- Organisational skills

**Desirable Knowledge, Skills and Qualifications**

- A broad understanding of Water Literacy and the issues facing communities as a result of climate change.
- A good understanding of Data Protection and handling personal data.
- Effective communicator with the ability to communicate complex issues both verbally and in writing

**Values and ethos:**

Demonstrates practical understanding of organisation values and can describe how these might apply to role and how they would embed these across the organisation.

Passion for the organisation and our work.

Actively seeks learning and development.

**ADDITIONAL FACTORS**

- Able to work outside of normal office hours within a flexi time / time off in lieu system.
- Comply with the organisation's policies and procedures including, but not exclusively, Equality, Diversity and Inclusion, Data Protection, Health and Safety, Safeguarding and Environment.
- This post will be subject to a basic DBS check.
- We offer a guaranteed interview to applicants with a disability and Armed Forces veterans who meet the essential criteria above.

**PREPARED BY:**

Shammy Walton

**PREPARED ON:**

08/06/2026

**EMPLOYEE:**

**DATE:**