

The Role

Location:	Wellington	Team:	Warmer Kiwi Homes (WKH)
Grade:	14	Reports to:	Manager, Warmer Kiwi Homes
Employment:	Permanent		

Responsibilities

The Delivery and Partnerships Group is responsible for delivering EECA's core market facing programmes to all sectors. Through robust analysis, relationship management and business case development the Group advises and provides co-funding in energy efficiency, and the switch to renewable energy sources and uptake of renewable energy technologies.

The objective of the Warmer Kiwi Homes Team is to contribute to making the homes of lower income New Zealanders warmer and drier by delivering a grants programme for installing insulation and heating.

The Quality Assurance Advisor is responsible for the operational aspects of Quality Assurance for the WKH programme. This includes monitoring and coordinating audits relating to Warmer Kiwi Homes installations, liaising with EECA's audit provider as well as offering a technical view to Service Providers.

EECA's Mission and Behaviours

Our Mission

EECA's mission is to mobilise New Zealanders to be world leaders in clean and clever energy use. We are Te Tari Tiaki Pūngao – Guardian of the energy. This means we have a responsibility to ensure that all of New Zealand recognises that the energy we save now will be an asset to our future, in a multitude of ways. We want a sustainable energy system that supports the prosperity and well-being of current and future generations.

In order to get there, our key strategic objectives are:

- Energy efficiency first
- Empower energy users
- Accelerate renewable energy

Outcomes are that energy users save energy, money and reduce emissions; and energy productivity and resilience improve. The levers EECA uses to achieve this are:

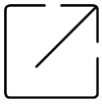
- Regulation of products, processes and systems
- Information and education to promote clean and clever energy choices
- Targeted investment to demonstrate and scale up energy efficient technologies and renewable energy use.

More information on who we are and what we do is available on our website www.eeca.govt.nz/about-eeca

Our Behaviours

EECA has identified four behaviours that will help us succeed. We will be looking for applicants that can demonstrate these behaviours.





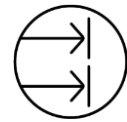
Open to the new



Stand in others' shoes



Believe in 'we' not 'me'



Deliver the goods

Key Result Areas

- Bring a technical perspective to everyday conversations in the WKH team
- Day-to-day relationship management of EECA external auditors, to ensure quality audits of installations are undertaken in a timely manner
- Manage the QA processing flow through EECA's Salesforce system
- Identify and implement quality assurance process improvements in line with QA principles as well as providing training and mentoring for auditors and training for Service Providers as required.
- Provide reporting on compliance monitoring and investigations
- Monitor Service Provider audit responses, to ensure timely resolution of corrective actions
- Identify and investigate quality compliance issues, recommend and provide information for follow-up actions i.e. financial or contractual consequences.
- Collate and analyse data on Q&A checks to provide regular updates for performance metrics on the programme.
- Manage effective relationships with customers and internal and external stakeholders.

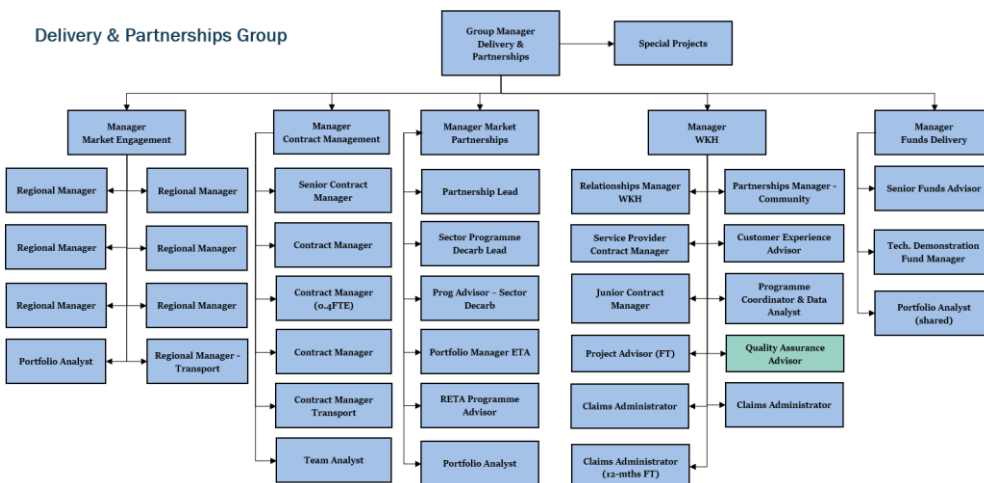
Key Competencies

- Communication
- Relationship management
- Planning and priority setting
- Finding solutions
- Strong customer service

Relationships

It is expected that effective working relationships are established with relevant EECA staff and external stakeholders.

Where your position fits



Key Internal Relationships

- Warmer Kiwi Homes Team

Key External Relationships

- Service providers
- Homeowners
- QA auditors

Educational Qualifications, Experience and Skills Required

- Ideally have worked in the insulation industry or related construction
- Have good understanding of residential construction methods and terminology
- Strong and effective analytical skills
- Excellent verbal and written communication skills
- Strong numerical proficiency
- Knowledge and expertise in Microsoft Office products, Salesforce experience ideal
- Excellent interpersonal skills and the ability to manage issues in a sensitive and professional manner

EECA's Working Environment

A policy of equal employment opportunity operates and EECA provides a work environment that is free from discriminatory practices and encourages all employees to reach their full potential.

As a good employer, EECA takes its Health and Safety responsibilities seriously and all staff are expected to comply with all Health and Safety policies and practices, as part of their employment.

Working in the Public Service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o Te ratonga tūmatanui i roto i ā mātou mahi.

Mō ētahi atu kōrero hei whakamārama i tēnei kaupapa, haere ki

<https://www.publicservice.govt.nz/about-us/>

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

You can find out more about what this means at: <https://www.publicservice.govt.nz/about-us/>

