**Job Profile**

Job Title: Sustainability Assistant

Directorate: Business & Finance Services

Reports To: Sustainability and Energy Manager

Disclosure Check Level: None

Date created/last reviewed: 01/03/2025

**Overall Role Purpose**

The Sustainability Coordinator helps people with sight loss to live the life they choose by helping to drive, communicate, track, and deliver our environmental sustainability programme.

The role will be involved in cross-functional collaborations and be a driving force for positive change as we shape the future strategy in sustainability, carbon and ESG, all in an accessible way.

**Key Responsibilities**

* Coordinate and maintain accurate records on the consumption of all energy, transport, water and waste data. Presenting information in a format that is engaging and accessible for all stakeholders. Ensuring data is accurate, up to date and robust for external reporting.
* Oversee the collation and ongoing management of accurate records on solar and electric vehicles, for internal tracking and external reporting. Support the back-office management of these platforms.
* Support the acting sustainability manager with the renewable heat incentive (RHI) scheme.
* Manage all data relating to greenhouse gas emissions. Using Government conversion factors to maintain and keep up to date the organisational carbon footprint.
* Support reduction targets and further saving opportunities by analysing data for trends, producing reports, and sharing these across the organisation. Focusing on but not limited to energy, water, waste, and transport.
* Manage the processing of utilities, waste and leasehold invoicing and support with the day to day management of our suppliers.
* Support the development and understanding of our carbon footprint.
* Support the identification of projects to meet reduction targets and saving opportunities.
* Support with communication to internal stakeholders via multiple channels and methods of communication.
* Liaise with the communications team on the production of the annual plan of sustainability activities and comms, for internal staff and external stakeholder engagement.
* Actively engage and support any part of the sustainability program and with the sustainability team as necessary, such as administrative duties.

**Breadth/Scope of Accountability**

**People Accountability**

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: None

**Financial Accountability**

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: Sign off up to £1,000

**Application of this Job Profile**

All employees are required to carry out other such duties as may reasonably be required to fulfil their role and support functional and organisational objectives.

All employees must also:

* Comply with all organisational policies
* Promote the vision and values of the organisation
* Engage in continuous personal development

This job profile is accurate as at the date shown above. It does not form part of contractual terms and may be varied to reflect or anticipate changes to the role.

**Working at Guide Dogs**

As well as other services to enhance the lives of people who are blind and partially sighted, we breed and train guide dogs. Staff and volunteers in all our locations support this work. Therefore, all employees must be comfortable working in environments where dogs may be present.

Guide Dogs is a volunteer-involving organisation and as such all staff are required to support volunteers in their roles. This may or may not mean the direct supervision of volunteers but will require all staff to play a supporting role. From time to time you may be asked to support / volunteer your time at Guide Dogs events that take place outside of normal working hours. All employees will be expected to advocate for Guide Dogs at all times and be a fundraiser.

Guide Dogs is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults with whom we work. We expect all of our employees and volunteers to demonstrate this commitment.

Guide Dogs will require proof of identity and the right to work in the UK.

**Person Specification**

**Education/Qualifications**

**Essential**

* A degree or equivalent experience in a relevant subject and membership of an appropriate professional body.

**Job-Related Experience**

**Essential**

* Proficient at managing large volumes of data, analysing for trends, and creating and maintaining complex spreadsheets.
* Ability to organise and prioritise using good administrative skills
* Experience within a previous sustainability role.
* Some experience in Scope 1, 2 and 3 carbon emissions and compliance with ESOS and SECR regulations.
* Experience communicating with stakeholders by multiple methods and confidence in producing engaging information in both written text and other styles.
* Ability to work with a high workload/ critical matters providing reports across different seniority levels.
* Experience in managing projects which deliver against strategic objectives.
* Some experience of meeting reduction targets
* An ability to communicate confidently and concisely to all levels within the business.
* Must be comfortable to travel for the role as and when required.

**Knowledge**

**Essential**

* Understating and work in sustainability, net-zero programs and the sustainable development goals.
* Good understanding of and some previous experience of reporting frameworks (e.g. ESOS, SECR).
* Experience with renewable energy projects installation and infrastructure including back-office systems.
* Good understanding of methods to reduce carbon emissions.

#### Desirable

* Good understanding of all relevant UK legislation.
* Knowledge of working and engagement with external suppliers on activities to support good supplier relationships and enact industry standards.

**Skills and Competencies**

**Essential**

* Advanced Excel and data management skills.
* Ability to review and interrogate data identifying patterns, trends, and anomalies, and convert into usable information for the organisation and external mandatory reporting which is accurate and robust.
* Comfortable to engage with colleagues at all levels to drive understanding and support for sustainability within the organisation.
* Proficient at taking complex subject matter and conveying this to all levels of understanding.
* Ability to research, interpret, summarise and present information.
* A desire for continued professional development and stay up to date with research within the sustainability field.
* Ability to work within a small team and be a self-starter, using initiative to prioritise and escalate matters, working to deadlines.
* Attention to detail, good organisational and interpersonal skills.
* Ability to embrace change and actively look for opportunities to enhance and improve work processes.
* Strong report and presentation writing/drafting skills.

#### Desirable

* A network within the sustainability/environment industry, enabling quick access to specialist support individuals or organisations where required.

**Behaviours**

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone – the people we support, donors, partners, our volunteers and staff – to have while working with us. Guide Dogs people are:

* **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen and recognise that every individual is different in where they’ve come from and where they’re going. We are open, empathetic and inclusive. We place the person at the centre of every decision.
* **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
* **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

So, we: -

* **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners – and our dogs, of course – to deliver great outcomes. We support and develop each other.
* **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.
* **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours – in ways appropriate to this role – in how they are at work and generally as people.

**Safeguarding**

If the role does or may involve working with children, young people or vulnerable adults, or supervising those that do, we’ll also be assessing ‘safeguarding competencies’ as part of the process. These are:

* Appropriate motivation to work with vulnerable groups;
* Emotional awareness;
* Working within professional boundaries and self-awareness; and
* Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

**Mobility**

A flexible approach with a willingness to work outside of core hours and away from home when required.

**Job Group (internal use only)**

This role has been evaluated as a Specialist Professional, please [follow this link](https://guidedogs.sharepoint.com/%3Aw%3A/g/EXRrucJgpPZHpBGAfu967AoBYTh1sPnexq9p1XwwWqA2wA?e=fIpgVK) to view the salary band.