



9 June 2025

Job Description

Healthy Homes Assessor/Administrator

Job Purpose

The purpose of this role is to support and educate Aucklanders who are experiencing energy hardship. Many homes in Aotearoa are unacceptably cold, damp, mouldy and inefficient, leading to unhealthy living conditions and various ongoing health issues.

As a Healthy Homes Assessor, you'll be providing impartial, practical advice and affordable solutions to homeowners and tenants to make their homes healthier. This will be based on a physical inspection and interview with the occupants, alongside best practice in construction, sustainability and behaviour change. In addition, this role will include some of the administration tasks associated with delivery of the programme in general.

These duties shall be carried out to the specifications and standards required within all appropriate laws and regulations, while maintaining a healthy and safe environment.

Reporting

The Healthy Homes Assessor/Administrator reports to:

- Homes Team Lead
- EcoMatters CEO

Overall Responsibilities

Overall responsibilities include the following duties (although other duties may be assigned from time to time):

Perform In-Home Energy Efficiency Checks

- Receiving referrals from partner/referral organisations and checking whether clients meet the funding criteria.
- Travelling to and from the office in Henderson to properties to complete solo in-home assessments.



- Discussing with occupiers what they've observed about the home and any concerns.
- Investigating homes for signs of insulation, mould, etc. Taking measurements and photos of (non-)compliant features (this might include climbing under the sub-floor and into the ceiling cavity, as well as walking around inside and outside the home).
- Recording all observations using a checklist.
- Identifying which small-scale interventions can be offered to occupants, installing these interventions as well as educating households on how to use these.
- Identifying which large-scale interventions may be required and referring these to external organisations/contractors.
- Writing reports to summarise findings and sending these to customers/landlords.
- Follow all H&S requirements for in-home visits.

Present Healthy Homes Workshops

- Engaging with community groups to promote the workshops in specific Local Board areas.
- Working with external administration staff to book locations and dates for workshops.
- Presenting workshops and answering any questions attendees may have.
- Taking photos (where possible) and notes of the workshop to ensure inclusion in required reporting.

General

- Managing stock of intervention products, including ordering, pick ups and stocktake.
- Preparing invoicing information for EcoMatters Finance Manager on a monthly basis.
- Attend team and other EcoMatters staff events as required.
- Attend agreed training.

Supervisory Responsibilities

Supervision and training of other staff may be required from time to time.

Qualifications/Competencies

To succeed in this job the individual must be able carry out all the above duties satisfactorily and have the following:

General

- Be a people person, able to quickly develop rapport with others from a variety of backgrounds
- Technical knowledge of sustainability principles and practices
- Able to work accurately and engage our customers in the process
- Able to work as an individual using initiative and as a team member
- Be confident working autonomously in the community
- A good understanding of the principles of Te Ao Maori



- Be highly professional, organised and intuitive
- Limited weekend work may be required from time to time, by agreement
- A genuine commitment to upholding the organisation's vision, mission and purpose
- A genuine commitment to upholding the principles of Te Tiriti o Waitangi, in line with the organisation's commitment to this

Education and/or Experience

Experience in any of the following would be considered:

- Home Performance Advisor Level 1 Certification, or relevant experience and a willingness to undertake Home Performance Advisor training
- Previous experience in community-based work
- Trades
- Facilities Management
- A degree in an environmental discipline or equivalent

The following skills are required:

- Ability to use basic tools
- Knowledge of safe working procedures
- A full clean drivers licence and being confident driving in and around wider Auckland (a shared fleet vehicle will be provided)

Language skills

- Strong presentation skills
- Good persuasion/negotiating skills
- Written and spoken English with the ability to read and interpret specifications, safety rules, operating and maintenance instructions and procedure manuals
- Ability to communicate effectively with customers and other staff
- Skills to prepare clear instructions and management reports in verbal and written form

Reasoning ability

- Ability to bring people together to promote productive group discussion
- Ability to think strategically, see all options and provide innovative solutions to complex problems
- Ability to think of the consequences of actions over the short term and longer term
- Ability to stand outside a process, see where improvements can be made and put in place an effective approach to achieving improvements
- Behaves with openness, professionalism and integrity upholding the principles of EcoMatters Environment Trust
- Ability to solve practical problems
- Ability to immediately deal with a variety of customer and management requests
- Know when to escalate a problem to your Team Leader for resolution



EcoMatters

Presentation Standards

The individual shall maintain a reasonable standard of personal hygiene and appearance appropriate to the recognised health & safety standards of the business. This standard may be updated by the Trust from time to time.

Performance Measures

Specific goals will be set for the individual and performance will be measured against the goals. These will include key performance indicators (KPI) related to the following areas:

- Achievement of individual targets
- Effective time management and productivity
- Team work
- Health and safety management
- Contribution to improving the quality of Trust operations