Energy Adviser

Job Pack

Thank you for your interest in working at Citizens Advice 1066 (CA1066). This job pack should give you everything you need to know to apply for this role and what it means to work in the Citizens Advice service.

In this pack you'll find:

- Our values
- 3 things you should know about us
- How the Citizens Advice network works
- Information about the organisation, team and the role
- The role profile and person specification
- The benefits of working for the organisation
- Our approach to equality and diversity.
- Guidance notes for applicants

Need more information?
If you have further questions about the role, you can call 01424 721420 or contact us at recruitment@citizensadvice1066.co.uk

To apply
Please complete the application form **in full** and return to recruitment@citizensadvice1066.co.uk

Please note that we do not accept CVs.

Citizens Advice 1066

As a member of the Citizens Advice service, CA1066 provides free, confidential, independent and impartial advice and information to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.

We are committed to putting equality and equity at the heart of everything that we do, with the overarching aim of being the go-to charity for anyone in our borough in need of help, to find a way forward. This means we look at improving access, treating people with empathy and promoting an inclusive working environment for all of our colleagues.

Our values

We're inventive - We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous - We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible - We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

Three things you should know about us

We're local and we're national

CA1066 has offices in Hastings and Bexhill, deliver outreach sessions for clients across Rother District, and give energy advice across East Sussex, in partnership with other local Citizens Advice. The Citizens Advice service is made up of Citizens Advice – the national charity – and a network of over 250 local Citizens Advice members across England and Wales.

We're here for everyone

Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

We're listened to - and we make a difference

Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

How Citizens Advice works

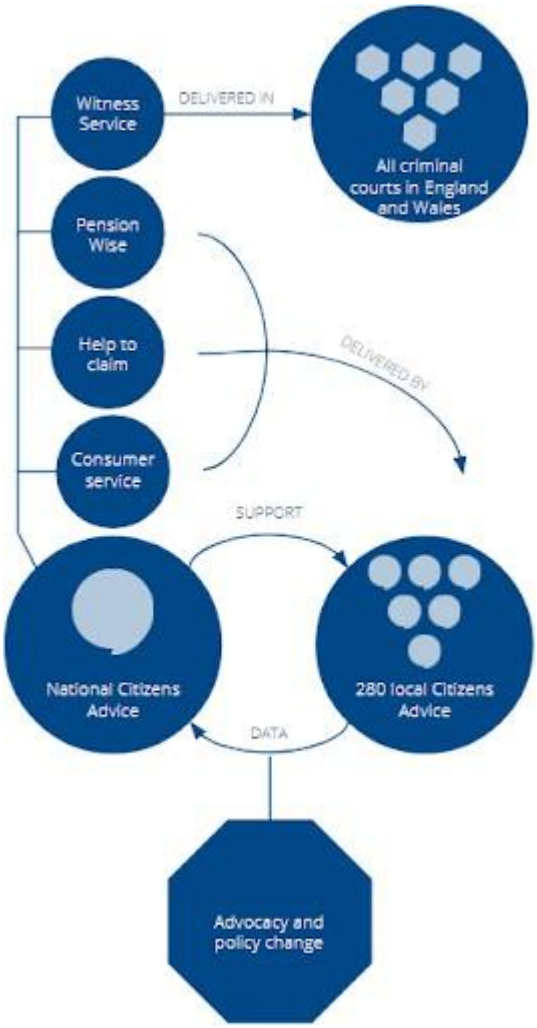
The Citizens Advice network delivers services from:

- Over 600 local Citizens Advice outlets
- Over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 7,700 local staff
- Over 21,300 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30-minute drive of where they live.



The role and our team

The role you're applying for is: **Home Visit Energy Adviser**

The role will report to our Project Manager and Energy Service Supervisor.

You can find out more about us via:

- The Citizens Advice 1066 website
- The national Citizens Advice website and the Citizens Advice Campaigning site.

The application process

1. Download the application pack (this document) and application form from the Citizens Advice 1066 website
2. Complete the application form in full, and submit it by email to recruitment@citizensadvice1066.co.uk in time for the closing date.
3. We will invite applicants who meet the required standard for an in-person interview at our office in St Leonards.
4. Applicants will be notified of the outcome of their application.

The Role

Role	Home Visit Energy Adviser
Salary	**£28,059.05 - £29,647.30** Full-time, depending on training and experience (pro-rata if part-time), and rising to £29,647.30 on completion of training
Hours	30 to 37 per week, flexible – subject to discussion
Location	CA1066 office in St Leonards-on-Sea when not carrying out home visits or outreach.
Reporting to	Project Manager
Contract type	Permanent

General introduction

The objects of Citizens Advice 1066 (CA1066) are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Hastings, Rother and surrounding areas.

To deliver these objects CA1066 provides a range of advice services across Hastings, Rother and East Sussex through a range of advice channels.

Role purpose:

To provide energy advice to local people, both in their homes and by telephone.

Job responsibilities:

- Visit clients' homes to assess their living situation and condition of the property, provide them with personalised energy advice and in some cases install small energy efficiency measures
- During home visits, set up smart meters and dataloggers, and subsequently collect data
- Make use of data gathered on energy use, temperature and humidity to personalise energy advice for clients
- Provide energy advice to clients by telephone
- Maintain case records of clients engaged in energy advice services
- Prioritise client welfare, signposting and making referrals as required

At CA1066, we value diversity, promote equality and challenge discrimination. We encourage and welcome applications from people of all backgrounds. We particularly welcome applications from disabled people, people with physical or mental health conditions, LGBT+ and non-binary people, and people from racial minority communities.

Role Profile

Main responsibilities	Key tasks	Time %
Supporting Clients	• Interview & support clients using sensitive listening and questioning skills in order to allow clients to explain their problem(s) and empower them to set their own priorities. • Where appropriate refer clients into internal specialist CA1066 services and/or refer to external services where appropriate. • Promote digital inclusion work by identifying clients needing support, working with partners to provide devices and training, and supporting clients in getting access to online services. • Act on behalf of clients where necessary using appropriate communication skills and channels. • Ensure that all work meets quality standards, the requirements of the funder and overall project expectations. • Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation. • Support our research and campaigns work through various channels including case studies, data collection and gaining client consent.	80%
Deliver advice on energy and low-carbon technology	• Deliver information and advice on energy and low-carbon technology to clients in their homes and by telephone or email as required. • Set up and install dataloggers in client homes to gather information to measure the impact of advice given and provide feedback to clients. • Collect data from smart meters and dataloggers during home visits, upload data for research projects. • Deliver tailored advice and training to clients to encourage energy-saving behaviour change, based on data collected from smart meters and dataloggers. • Identification and assessment of eligibility for grants and other one-off support, signposting/referring as appropriate. • Where relevant, provide or install small measures to improve energy efficiency or aid behaviour change	
Performance, Personal Management, Administration and other general duties	• Monitor all elements of own workload and schedule to make effective use of time and meet targets. • Be responsible for performance management at an individual level through: self-management; delivery of goals and tasks; targets and outcomes; and reporting progress. • Comply with operational management systems of supervision, objectives, appraisal and induction. • Comply with data collection procedures and reporting to ensure effective recording of performance monitoring, outcomes and client information. • Support other bureau work as required. • Carry out any other appropriate tasks requested by line manager, to ensure the effective delivery and development of the role and the service.	5%

	• Present a professional appearance, help maintain an orderly working environment, and act at all times to uphold the good reputation of CA1066.Support other bureau work as required.	
Training and development	• Through reading, training and working with colleagues, ensure knowledge around energy, low carbon technology and other relevant areas remains up-to-date and that knowledge is passed on to colleagues as appropriate. • Identify training needs in conjunction with line manager and be prepared to undertake appropriate training in line with training and progression plan. • Be willing to work towards/ continue to meet relevant NEA qualifications in Energy Advice.	10%
Other duties	• Promote the aims, policies, and membership requirements of the Citizens Advice service; • Comply with all published CA1066 policies and procedures, including health and safety guidelines, and share responsibility for own safety and that of colleagues.	5%
Please note that this job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist an individual in the performance of the role and is not included to be an inflexible list of tasks. *The Citizens Advice Service is a fast-moving organisation and therefore an employee's duties may be varied from time to time. The post holder accepts that they may be required to work flexibly and undertake any other work or duties as may reasonably be required, within the scope of and commensurate to the nature of the post.*		

Person Specification

Home Visit Energy Advisor must have commitment to CA 1066 objects, support its ethos and have the following skills, knowledge and experience:

1. Skilled in the use of IT systems and software to record data and manage schedules, in particular use of Microsoft Excel, Teams, Outlook and SharePoint;
2. Demonstrable organisational skills, flexibility, ability to negotiate and prioritise work in order to achieve targets;
3. Numerate and literate to the level required by the tasks, able to understand data tables and graphs.
4. Experience of providing energy advice, consumer advice or other client/customer-facing activities across a range of channels;
5. Good interpersonal skills, including the ability to relate and work with a wide range of people, and communicate well orally and in writing;
6. Demonstrable knowledge and understanding of the needs of people from diverse social/cultural and racial backgrounds and with a wide range of abilities;
7. Experience of empowering and engaging with adults who have had poor experiences of formal education;
8. Knowledge of the factors impacting on households facing fuel poverty, behaviour change to save energy and advice on carbon emissions reduction;
9. NEA Level 3 qualification in Energy Awareness is required, and training will be provided if necessary;
10. A thorough understanding of professional boundaries and issues relating to confidentiality, data protection and information assurance;
11. Ability to contribute as a member of a team but also work on own initiative and without close supervision;
12. Evidence of commitment to continuing professional development and learning;
13. Demonstrate a commitment to the charitable objectives and values of Citizens Advice 1066.
14. **UK driving license and access to a vehicle are necessary to fulfil this role.**

Key Competencies

- Meeting Customers' Needs
- Planning and Organising
- Achieving Quality Solutions
- Problem-solving and Decision-making
- Effective use of IT systems

- Working Well Together
- Innovative and Adaptable to Change
- Understanding the Business and its Environment

What we give our staff

We value the people who work here - and we show that in what we offer. As well as things like annual leave and our workplace pension, working at Citizens Advice means getting access to many benefits.

- A 37 hour (full time) working week, with a Time Off In Lieu (TOIL) system
- Full-time employees working 37 hours per week or more are entitled to 31 days' paid annual leave (including the eight statutory holidays). Increasing to 32 days after 3 years of continuous employment and capped at 33 days after 4 years. Employees contracted to work less than full-time hours will have a holiday entitlement which is calculated pro rata according to their contracted number of hours per week, as compared to a full-time employee.
- 3% employer contribution pension scheme
- Access to a mental health and wellbeing service that offers anonymous, confidential support 24 hours a day, 365 days a year
- Central locations in Bexhill and St Leonard's.
- Opportunities to engage in both personal and professional development

Equality and diversity at Citizens Advice

We are fully committed to stand up and speak up for those who face inequality and disadvantage. We want this to be reflected in the diversity of the people who work for us. To help us achieve this, we aim to make our recruitment process as fair as it can be. We also offer support to disabled candidates to make sure no one loses out on a role because of their condition.

We judge the application, not the person. The selection panel won't see your personal details. This makes sure each person's response is judged on its merits and not on their background.

Our commitment to equality runs through everything we do - read the Citizens Advice Stand up for Equality Strategy to find out more.

Additional information

Please see the CA1066 website for information on the following:

- Disability
- Entitlement to work in the UK
- Diversity monitoring
- GDPR: How we will use your information

- References
- Criminal Convictions/DBS

Guidance Notes for Applicants

Our recruitment process is competency-based. The purpose is to assess how closely your skills and experience, including voluntary and wider life experience, relate directly to the skill areas set out in the Admin Officer person specification. The person specification is included in the job description. For each bullet point we are looking for evidence that you meet it through experience or that it would be a logical next step on what you have achieved previously. The best applications will give examples of what you have done rather than respond on an abstract or theoretical basis. The key competencies list shows the broad areas which apply to this role. There is no need to write examples against the points in this list. We will use your responses to the person specification to inform our assessment against the competencies.

We wish you every success in your application, and thank you for taking the time to consider joining us.