

# Energy and Low Carbon 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](mailto:recruitment@citizensadvice1066.co.uk)



### **To apply**

Please complete the application form **in full** and return to [recruitment@citizensadvice1066.co.uk](mailto:recruitment@citizensadvice1066.co.uk)

**We will have multiple interview dates for this role, details below.**

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

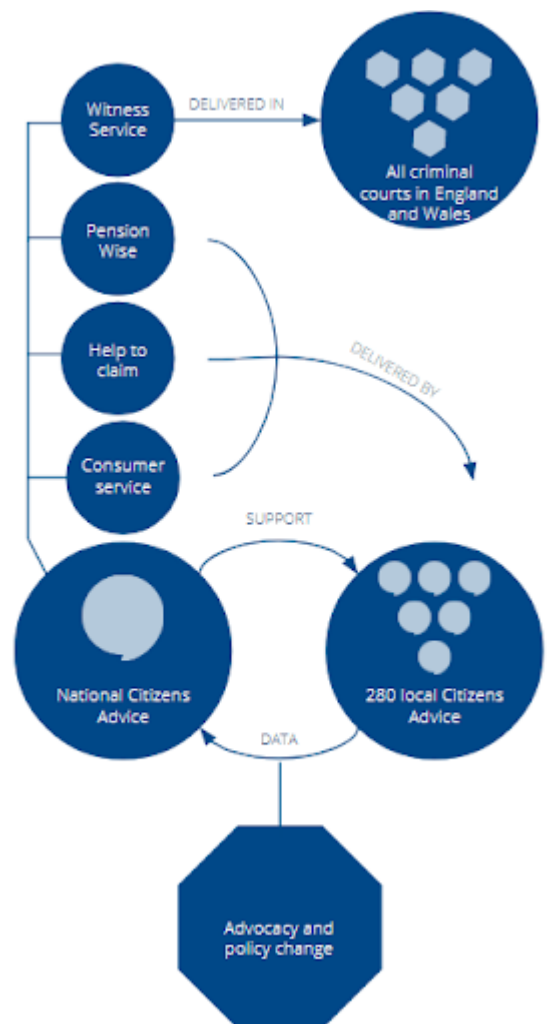
The Citizens Advice network delivers services from:

- 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: **Energy and Low Carbon Adviser**

The role will report to our Operations Manager and our Senior Energy Lead.

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](mailto:recruitment@citizensadvice1066.co.uk) in time for the closing date.
3. We will invite applicants that 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.

<b>Closing date</b>	Open (until all posts have been filled)
<b>Interview dates</b>	Ongoing (until all posts have been filled)

# The Role

<b>Role</b>	Energy and Low Carbon Adviser
<b>Salary</b>	£25,431 - £27,507 depending on training and experience (pro-rata where required)
<b>Hours</b>	Full time (37 hours per week), part-time can be considered
<b>Location</b>	One of the following Citizens Advice offices: Bexhill, Eastbourne, Hailsham, Newhaven and St Leonards-on-Sea. Hybrid working can be considered.
<b>Reporting to</b>	Operations Manager and Senior Energy Lead

CA1066 is a leading provider of energy advice and information, supporting thousands of clients every year. We are a busy, client focused and dynamic service with a track record of delivering high quality advice. Our services are delivered 9am – 5pm – successful applicants will be expected to actively contribute to service delivery rotas between these times.

Successful applicants will work as part of an established but growing team, providing reliable and effective advice services, across all advice channels and access points.

Key elements:

- Deliver free face-to-face and remote quality-assured advice to households across Hastings, Rother and East Sussex to support them in making effective use of energy in the home, reducing their carbon emissions and being able to afford to keep warm and healthy.
- Promote greater awareness and access to advice and other services relevant to helping people affected by fuel poverty and financial insecurity.

Successful applicants will work with clients to help them afford their energy bills, cut their carbon emissions and reduce fuel poverty, creating a positive impact on their health and wellbeing, by:

- Empowering clients to change their behaviour to make more effective use of energy at home.
- Developing clients' understanding of energy and its use, and their options to retrofit their home to improve efficiency and reduce carbon emissions.
- Providing advice and assistance on maximising income.
- Improving health and well-being of people living with vulnerability to fuel poverty.
- Learning from people with lived experience through the delivery of the work.

- Training frontline workers in partner organisations to enable them to give their clients basic energy information and signpost them for further advice and assistance.

To be successful in this role you will be able to work with a high level of accuracy and attention to detail, exhibit excellent listening and questioning skills and to present and conduct yourself in a professional and courteous manner with all clients seeking support.

You will liaise with local partners and stakeholders across East Sussex, including internal colleagues within CA1066. You will have a robust understanding of the importance of security and data protection to ensure all data is protected in line with GDPR legislation. You will have a good standard of numeracy to calculate energy consumption and costs, and perform benefit check calculations to aid the advice process. You will also be proficient in the use of computer software with a working knowledge of Microsoft Office 365, Teams and SharePoint. You will have an open and friendly demeanour and be able to work as part of a diverse team.

*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	<ul style="list-style-type: none"> <li>• Interview &amp; 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.</li> <li>• Where appropriate refer clients into internal specialist CA1066 services and/or refer to external services where appropriate.</li> <li>• 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.</li> <li>• Act on behalf of clients where necessary using appropriate communication skills and channels.</li> <li>• Ensure that all work meets quality standards, the requirements of the funder and overall project expectations.</li> <li>• Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.</li> <li>• Support our research and campaigns work through various channels including case studies, data collection and gaining client consent.</li> </ul>	70%
Energy and low carbon advice	<ul style="list-style-type: none"> <li>• Deliver energy-related and low-carbon technology information and advice to clients across a range of channels as required to meet project objectives, utilising in-person and remote channels.</li> <li>• Identification and assessment of eligibility for grants and other one-off support, signposting/referring as appropriate.</li> <li>• Assess the impact of energy efficiency advice in improving the client's financial resilience.</li> <li>• Deliver training on energy issues to frontline workers, volunteer advisors and households as required, in person and online.</li> <li>• Deliver presentations on the work of the team to internal and external audiences.</li> </ul>	
Working as part of a team	<ul style="list-style-type: none"> <li>• Work collaboratively, demonstrating teamwork with CA1066 colleagues, project partners and external stakeholders.</li> <li>• Promote best practice across the team.</li> <li>• Establish, develop and maintain a range of external partnerships to reach learners/clients and gain support for the project.</li> <li>• Liaise, as appropriate, with relevant outside agencies (voluntary and statutory), other Local Citizens Advice offices and other stakeholders.</li> <li>• Attend relevant external meetings.</li> </ul>	10%
Performance, Personal Management, Administration and other general duties	<ul style="list-style-type: none"> <li>• Establish and maintain effective and efficient administration systems for the delivery of the project.</li> <li>• Take ownership for monitoring all elements of own workload e.g. proactive management of referrals, progress on current cases, outcome of completed cases and quality control, with minimal supervision. Use CA1066 IT systems to record and manage information.</li> <li>• Be responsible for performance management at an individual level through: self-management; delivery of goals and tasks; targets and outcomes; and reporting progress.</li> </ul>	10%

	<ul style="list-style-type: none"> <li>• Comply with operational management systems of supervision, objectives, appraisal and induction.</li> <li>• Comply with data collection procedures and reporting to ensure effective recording of performance monitoring, outcomes and client information.</li> <li>• Comply with all published CA1066 policies and procedures, including health and safety guidelines.</li> <li>• Support other bureau work as required.</li> <li>• Carry out any other appropriate tasks requested by line manager, to ensure the effective delivery and development of the role and the service.</li> <li>• Present a professional appearance, help maintain an orderly working environment, and act at all times to uphold the good reputation of CA1066.</li> </ul>	
Service Development	<ul style="list-style-type: none"> <li>• Assist with the development of the service locally, regionally and nationally, publicising work as and when necessary.</li> <li>• Work with colleagues to maintain a positive working and learning environment, in which equality and diversity are promoted, dignity at work is upheld and volunteers achieve their full potential.</li> <li>• Participate fully in the life of the bureau, attend adviser meetings, planning meetings, etc. as agreed with line manager.</li> <li>• Promote the aims, policies, and membership requirements of the Citizens Advice service.</li> </ul>	5%
Training	<ul style="list-style-type: none"> <li>• Through reading, training and working with colleagues, ensure your own level of knowledge around energy, low carbon technology and other relevant areas remains up-to-date and that knowledge is disseminated to colleagues as appropriate.</li> <li>• Identify your own training needs in conjunction with line manager and be prepared to undertake appropriate training in line with your training and progression plan.</li> <li>• Be willing to work towards/ continue to meet relevant NEA qualifications in Energy and Low Carbon Advice.</li> </ul>	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

The Energy and Low Carbon Adviser must have commitment to the CA1066 objects, support its ethos and have the following skills:

1. Experience of providing energy advice, consumer advice or financial and digital engagement activities (or similar) across a range of channels.
2. Knowledge of the factors impacting on households facing fuel poverty, behaviour change to save energy and advice on carbon emissions reduction.
3. NEA Level 3 qualification in Energy Awareness and Level 4 qualification in Decarbonising Homes is required, and training will be provided if necessary.
4. Knowledge and experience of using IT systems and software to provide effective support in the delivery of services. Microsoft Office 365, Teams and SharePoint experience is of particular use, but training can be provided if necessary.
5. Demonstrable knowledge and understanding of the needs of people from diverse social/cultural and racial backgrounds and with a wide range of abilities.
6. Demonstrable organisational skills, flexibility, ability to negotiate and prioritise own work.
7. Experience of empowering and engaging with adults who have had poor experiences of formal education.
8. Good interpersonal skills, including the ability to relate and work with a wide range of people, and communicate well orally and in writing.
9. Numerate and literate to the level required by the tasks.
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 the team but also work on own initiative and without close supervision.
12. Ability and willingness to liaise with outside agencies, and build effective working relationships with local and regional partners.

## Key Competencies for the job

Meeting Customers' Needs	Planning and Organising
Achieving Quality Solutions	Problem-solving and Decision-making
Working Well Together	
Innovative and Adaptable to Change	
Understanding the Business and its Environment	

## A competent person demonstrates they:

- Make a positive contribution to team objectives
- Achieve agreed standards and objectives
- Demonstrate understanding of responsibilities of role
- Know who to ask for and how to access information
- Manage own workload effectively
- Demonstrate ability to use IT systems to produce high quality documents and interpret data

## 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
- 20 days holiday entitlement (in addition to bank holidays), pro-rata for part time
- 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 Leonards, with good access to public transport.
- 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.**