# Icon Description automatically generatedRole Profile



# Energy Adviser

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| Job title | Energy Adviser | | |
| Reporting to | Service Delivery Manager | | |
| Hours | 2.5 FTE | | |
| Starting salary | £29,560 pro rata, per annum (Trainee rate: £26,067) | | |
| Contract | 1.5 FTE to 30th April 2025, 1 FTE to 28th February 2025 | | |
| Work base | East Riding Offices | | |
| Responsibilities | |  |  |
| **Purpose of the Post:**  This post has been established to deliver the Northern PowerGrid Project to residents across Hull and East Riding, in particular to:   1. Provide general advice to clients on all matters, including benefits and debt, with particular emphasis relating to saving energy, including switching suppliers and identifying other energy saving opportunities, low carbon technologies, supporting complains and escalations to the energy ombudsman. 2. Support clients by maximising their disposable income and reducing financial exclusion and inequalities providing a person-centred, holistic approach.   **Main Duties**   1. **Advice**     1. To provide a legal advice service to the Advice Quality Standard (AQS) to clients via means of telephone advice, digital advice (email and webchat), and face to face delivery.    2. To assess the specific needs of people and co-ordinate referrals into available services, including voluntary and community sector groups and organisations.    3. To provide accurate and up-to-date records in line with the requirements of the service contract, capturing feedback, outcomes and following up referrals.    4. To ensure that all case recording conforms to CAHER’s office manual and the Advice Quality Standard (AQS) requirements.    5. To liaise, and negotiate where appropriate, with organisations and individuals who may come into contact with clients.    6. To support the delivery of energy group training/workshop sessions. 2. **Professional Development**    1. To maintain continuous professional development and keep up to date with legislation, case law, policies and procedures relating to generalist advice law areas.      * 1. To attend relevant internal and external meetings as agreed with the line manager and prepare for and attend supervision sessions.  1. **Administration**    * 1. Use IT effectively to enable placed based working, accurate statistical recording, record keeping and document production.      2. Maintain reference material and local information systems.      3. Ensure that all work conforms to CAH&ER’s administrative policies and procedures. 2. **Research & Campaigning**    1. Assist with research and campaigning work by providing information about clients’ circumstances, statistical information and profile information and cases studies.   4.2 Assist the line manager to monitor service provision to ensure it reaches the widest possible client group.  4.3 Alert other staff to local and national advice issues.   1. **Other duties and responsibilities**    1. Uphold the aims and principles of the Citizens Advice service and its equality and diversity policies.    2. To be responsible for the safety, health and welfare of yourself and others in accordance with relevant Health & Safety legislation and Citizens Advice Hull and East Riding policies    3. To ensure that the policies of Citizens Advice are observed, including those relating to Membership requirements, equality and diversity, safeguarding, information governance and data protection. Any breach must be authorised by a Line Manager beforehand.    4. In addition to the tasks and duties listed in the job description, to undertake such duties as may be identified and which are generally compatible with the functions of the post. | | | |

*A 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 job and is not included to be an inflexible list of tasks.*

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Person Specification

***This criteria is used to assess at the shortlisting stage. Please give examples of these points on your application form.***

**Essential requirements:**

**Attitudes**

1. A commitment to the aims, principles and policies of the Citizens Advice service and a strong and impartial commitment to assisting individuals with poverty-related problems.

**Knowledge and Experience**

1. Knowledge of the current law and policy in relation to welfare rights and money advice.
2. Knowledge of other areas of advice work and how they interconnect.
3. An understanding of energy saving opportunities, low carbon technologies and benefits available and a willingness to quickly gain competence and develop expertise in this area.
4. Experience of a wide range of IT systems, including Windows Office suite and databases, e-mail, and the internet.
5. Experience of working to achieve targets set by your line manager or funding body.

**Skills and Ability**

1. Ability to interview clients using sensitive listening and questioning skills to get to the root of the issues and empower clients, whilst maintaining structure and control of meetings.
2. Effective oral communication skills with the ability to communicate with members of the public from different backgrounds, decision makers, and other outside bodies, advocating on behalf of clients.
3. Numerate, with good written communication skills to complete budgets, benefit calculations, financial statements, complex forms, and correspondence on behalf of clients.
4. Ability to research, analyse and interpret complex information and produce and present clear reports verbally and in writing.
5. The ability to be self-servicing, to prioritise tasks, to identify and work to deadlines and to manage time effectively under own initiative. The ability to work both independently with minimum supervision, and as part of a team.
6. Understanding of the issues affecting society and their implications for clients and service provision.
7. The ability to work from outreach venues, partner premises and travel within the Hull and East Riding area.

**Desirable requirements:**

1. Generalist Advice Certificate.
2. Energy advice qualification certifications.