## Icon  Description automatically generatedRole Profile



# Energy Advice Support Assistant

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| Job title | Energy Advice Support Assistant |
| Reporting to | Head of Specialist Advice ProjectsService Delivery Manager |
| Hours | 1 x 29.6 hours per week  |
| Starting salary | £24,632 pro rata (Actual = £19,706) |
| Contract | Fixed term until 31st March 2027  |
| Work base | Beverley, Bridlington or GooleWith travel expected to other offices |
| Responsibilities  |  |  |
| **Overall aim of the Post**The post holder will work as part of the Energy Team and be responsible for providing excellent customer care to all clients, referral partners and comprehensive and efficient administrative support to the Service Delivery Manager, Advice Session Supervisor and Energy Advisers. **Key Responsibilities:** **Service delivery**1. Ensure a prompt and courteous response to all clients and stakeholders, taking responsibility for, and ownership of, all enquiries presented to the team.
2. Process referrals from partner organisations and client self-referral routes.

2. Triage clients’ needs and use appropriate questioning and listening skills to identify and offer appropriate routes to solution.4. Capture all relevant information necessary, accurately  recording this on our case recording system to supporting the advisers to conduct their roles and for CAHER’s research and campaign aims 5. Conduct follow up email enquiries with clients to monitor and track outcomes.6. Liaise with outreach venues, contractors, and other partner agencies as  appropriate to resolve enquiries.7. Ensure that clients are advised of alternative communication methods  including voicemail and email facilities and the British Sign Language  service.8. To support the effective delivery of energy advice training, workshop  delivery, and stakeholder events.**Professional Development**1. To maintain continuous professional development and keep up to date with CAHER policies and procedures and required task completion specific to the role.
2. To attend relevant internal and external meetings as agreed with the line manager and prepare for and attend supervision sessions.

**Administration**  1. Ensure that the administration and management systems are maintained  in accordance with the requirements of funding grants and contracts, CAHER  policies and procedures and Citizens Advice requirements.  2. To provide administrative support for advisers as requested, including the production of correspondence, recording of outcomes and related tasks. 3. To enter client records onto database systems as required and proactively  check case records to ensure all potential information and outcomes are  captured. 4. Identify documentation and information for diary commitments, and were  appropriate research, co-ordinate and provide material to meet these. 5. Ensure records are maintained on case recording systems  6. Ensure that all records (both manual and computerised) are maintained  in accordance with agreed CAHER requirements (e.g. confidentiality,  data protection, information assurance). 7. Maintain and develop databases and mailing lists to ensure they are current  and up to date at all times.  8. Receive visitors to the office and over the phone, including where required staffing the reception desk and the energy affordability helpline  9. Ensure that monitoring systems and processes are efficiently managed  executed. **General**1. To uphold the aims and principles of the Citizens Advice Service and its Equality

and Diversity policies. 1. To undertake other duties and responsibilities as required from time to time.

commensurate with the grade and nature of the post in relation to the overall support of the service.1. To abide by Health and Safety policies and procedures and share responsibility for your own safety and that of colleagues, clients and visitors to CAHER
2. Assist the Service Delivery Manager and Advisers to monitor service provision to ensure it reaches the widest client group.
3. Attend appropriate internal and external meetings as agreed with the Service Delivery Manager
4. Ensure that Citizens Advice policies in relation to confidentiality, equal opportunities and anti-discrimination and all other CAHER policies and procedures are observed and actively promoted
5. Uphold the aims and principles of the Citizens Advice service or other employing agency and its equality and diversity policies.
6. Demonstrate a consistent commitment to CAHER’s core values—Collaboration, Innovation, and Accountability - by integrating them into your daily work practices, thereby contributing to the success of your role and the broader objectives of CAHER.
7. There is an expectation that this role will involve face-to-face support of clients, paid staff and volunteers, as well as in-person attendance at meetings and events.
8. To undertake any other duties as are necessary to ensure the effective delivery and development of the service and which are commensurate with the responsibilities of this post.
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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. Previous experience of dealing with the public and able to demonstrate a strong

 commitment to customer service in all activities.

1. The ability to show patience, tact, and discretion, especially in relation to confidential issues and client matters.
2. Excellent communication skills and the ability to support people at all levels including colleagues, the public, referral partners and other Stakeholders.
3. Proven experience of administration covering the full range of professional and administrative services, including drafting correspondence and transcribing minutes.
4. Excellent organisational skills and proven ability to manage a varied workload to achieve priorities and objectives.
5. The ability to work under pressure, alone or within a team, prioritise a wide variety of tasks, and to deal with challenging situations in a sensitive and creative manner.
6. Experience in using a wide range of relevant IT packages, including Microsoft Office suite, to design and manage Excel spreadsheets and produce professional correspondence, reports, presentations, and statistical analysis.
7. Numerate with the ability to record and analyse statistical information and develop and maintain basic office financial reporting and control systems, including the management of petty cash.
8. Demonstrate your ability and understanding of the importance of support, coaching, developing and motivating peers and colleagues. Give and receive constructive feedback kindly and objectively.
9. A desire to network with stakeholders, promoting the advice project and wider CAHER, with travel to outreach venues, partner premises within the Hull and East Riding area

**Desirable**

1. Demonstrate an interest in energy and energy-related advice