



# Application Pack

10<sup>th</sup> October 2025

Dear Applicant

## Post of Community Energy Advisor – Fixed Term

Please find attached the application pack for the above post.

The **closing date** for the return of the completed applications and equality monitoring form is:

**Monday 27<sup>th</sup> October 2025 at 12 noon**

Please submit a **CV with cover letter**. Guidance notes for applicants be found on page 10-11. Please read our separate transparency statement for information on how we use your personal data.

The provisional interview date is week beginning **Monday 3<sup>rd</sup> November 2025** which can be subject to change.

If you have any questions or, would like further information, please do not hesitate to contact Vicky Ross, HR & Corporate Services Officer at [recruitment@elderpark.org](mailto:recruitment@elderpark.org).

Thank you for your interest and we look forward to receiving your application.

Contents	Page
CEO Welcome	2
About Elderpark	3
Job Description & Person Specification	4-8
Summary of Terms and Conditions	9
People Benefits and Values	10
Guidance Notes for Applicants	11-12
Organisational Chart	13
Office Location and Directions	14

## Welcome to Elderpark

Dear Candidate

Thank you for your interest in working with Elderpark Housing Association.

We are an organisation based within the local community and see the role of a Housing Association as much more than just providing homes for our tenants to live within.



Elderpark Housing is an organisation that seeks to recruit excellent and high potential employees and provide them with the support to flourish and have a thriving and successful long term career with the association and the sector. We believe this will be an exciting and interesting role working for an organisation that values our employees placing a significant emphasis on them achieving their full potential. We will support you to develop your skills, undertake any training and education which benefits your professional development and provide you with the tools to be successful in the position.

We offer is an outstanding modern working environment which is caring and friendly. You will have the opportunity to contribute to our ongoing success as an award winning, well respected and prominent housing association both within the community and the sector.

This year we will be celebrating 50 years of Elderpark and so there has never been a better time to join our team and get involved with our celebrations.

I hope the opportunity to work with Elderpark Housing is something that interests you and look forward to receiving your completed application.

*Gary Dalziel*

**Gary Dalziel**  
**Chief Executive**

## About Elderpark

Elderpark Housing was established in 1975 and currently owns approximately 1350 homes with majority being in Central Govan although we have a number of properties within the areas of Ibrox, Kinning Park and Cessnock.

In addition to being a landlord we provide factoring services to approximately 240 owners. The vast majority of our homes are tenemental flats which account for over 80% of the stock the Association provides for rent.

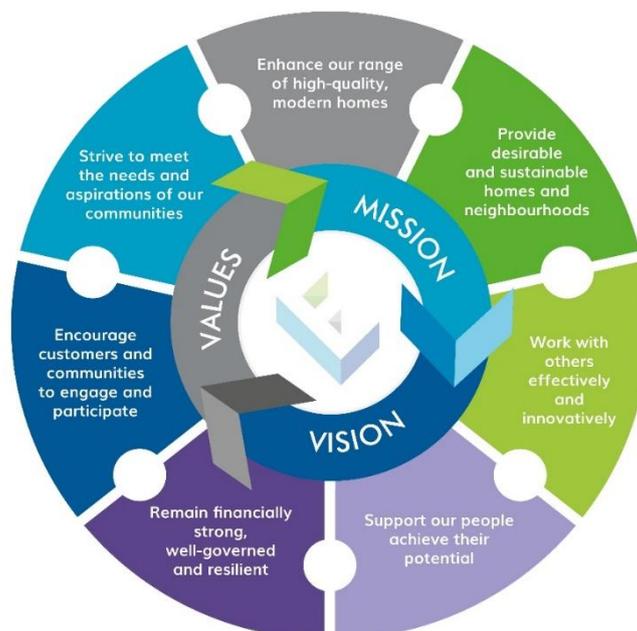
The Association is a 'not for profit' organisation, registered and regulated by the Scottish Housing Regulator and is governed by a Voluntary Management Committee of up to 15 people and currently employ around 34 staff.

### Our Vision

A Vibrant neighbourhood where everyone can prosper.

### Our Values

*Adaptable, Caring, Fair, Reliable, Open*



## Job Description

Job Title:	Community Energy Advisor (Fixed Term)
Grade:	EVH Grade 5, Spinal Point PA13
Starting Salary:	£30,250 per annum (pro-rata where applicable)
Responsible To:	Community Energy Project Lead, Director of Housing and Customer Service and to the Chief Executive

### **The Purpose of the Post**

The purpose of this post is to work collaboratively within Govan, Elderpark and Linthouse Housing Associations and community partners to deliver an energy advice service within the local community. Also, to reduce fuel poverty by helping residents understand and manage their energy use, improve home efficiency, and access wider financial and wellbeing support.

The post holder will support Govan residents to live in a warm and comfortable home at the lowest possible cost by maximising opportunities to reduce energy consumption and minimise heat loss. They will also deliver a high quality and consistent service based on getting the service “right first time” and in doing so heighten satisfaction levels and demonstrate a culture of excellence in Customer Service.

### **Key Aims**

- Educate residents on household energy use, heating controls, and bills
- Provide advice on fuel debt, benefits, income maximisation, tariffs, payment options, and efficiency measures through home visits, community surgeries, and referrals
- Gather and analyse energy data from home visits and iOpt sensors (temperature, air quality, and energy use) to guide residents on how best to heat their homes
- Support tenants to complete health and wellbeing surveys, and respond to sensor alerts for vulnerable clients
- Deliver workshops on energy efficiency and share insights from sensor data and wellbeing studies
- Ensure delivery of outcomes set by the Energy Redress Fund
- Maintain up-to-date knowledge on energy advice to provide accurate and relevant guidance
- Work collaboratively with colleagues and referral agencies to deliver a holistic approach to tackling fuel poverty.

## **Principal Responsibilities and Duties**

### **Fuel Poverty Support and Advice**

- Conduct home visits to record energy use, changes in consumption, recommendations, actions taken, and financial impacts
- Support residents to understand and manage household budgets, energy bills, fuel debt, tariffs, and payment options
- Deliver local workshops and campaigns to provide energy and debt advice, promote behaviour change, and reduce consumption
- Develop and promote accessible information and literature on the Energy Advice Service
- Advise on small-scale efficiency measures, heating controls, thermostats, and condensation management
- Work with Maintenance to identify capped supplies, improve property energy efficiency, and reconnect residents to safe energy use
- Identify and refer residents at risk of fuel poverty to relevant support services, ensuring confidentiality and compliance with policies
- Uphold the values of the Customer Care Strategy and follow health and safety procedures.

### **Resident and Community Support**

- Refer residents to external agencies for specialist health, wellbeing, or financial advice
- Collaborate with community groups to deliver workshops and generate referrals to improve home warmth and comfort.

### **Monitoring and Evaluation**

- Manage casework and maintain monitoring systems to produce performance reports for the Energy Service and Association communications
- Use iOpt dashboards to explain energy outcomes to tenants during visits and workshops
- Assist residents with quarterly wellbeing surveys, explain findings, and share insights at workshops
- Benchmark and track energy consumption before and after interventions
- Use tenant profiling to understand needs, identify trends, and inform service improvements
- Complete surveys and report learning outcomes to the Community Energy Project Lead.

### **General Responsibilities**

- Take ownership of personal learning and development, engaging in relevant training

- Work collaboratively with colleagues and teams, sharing knowledge and best practice, and report to the Community Energy Project Lead
- Meet agreed individual targets and objectives
- Attend meetings, forums, and conferences to develop expertise and promote the Govan Energy Advice Project
- Provide information and reports to the Project Lead on financial gains, debt management, and case studies to support project development.

### **Corporate Responsibilities**

- Work collaboratively across the project and Housing Associations to promote a respectful, open, and supportive culture
- Ensure compliance with all organisational policies (e.g. Equality and Diversity, Health and Safety, Customer Service) and relevant legislation
- Promote and uphold the organisation's values, demonstrating professionalism, integrity, and appropriate behaviours
- Adhere to the Employee Code of Conduct
- Commit to the Association's core values: customer service, resident and tenant participation, equality and diversity, teamwork, and personal accountability.

## Community Energy Advisor - Person Specification

<b>Experience, Knowledge and Understanding</b>	<b>Essential</b>	<b>Desirable</b>
Experience of working in an advice and information organisation within the third/charity sector	X	
Experience in delivering welfare benefits and/or energy advice within a social welfare context		X
Experience of working with a wide range of external partners to provide wider support to customers	X	
Experience in planning and delivering information workshops and surgeries to diverse client groups		X
Track record of providing excellent front line customer service including dealing with the public face to face and on the telephone in a sensitive manner	X	
Experience of working with excluded and vulnerable client groups in a way which promotes their dignity, respect and independence	X	
Experience in producing good quality letters, reports and complex applications and presenting work in a clear layout		X
Experience of communicating effectively, both orally and in writing with a wide range of people	X	
Working knowledge of IT including all Microsoft Office products and confidence in using digital technology	X	
Demonstrable understanding and awareness of the relationship between energy advice and other areas of social welfare law		X
Ability to calculate benefit entitlements and changes in energy consumption		X
Knowledge of introducing of small scale energy efficiency measures and setting heating controls, thermostats and advice on managing condensation		X
<b>Qualifications and Training</b>	<b>Essential</b>	<b>Desirable</b>
Hold the level 3 Award in Energy Awareness or demonstrate a willingness to achieve this on appointment		X
A commitment to continuous professional development (CPD), including a willingness to develop knowledge and skills in required areas	X	

<b>Skills and Abilities</b>	<b>Essential</b>	<b>Desirable</b>
Ability to liaise with and interpret energy company regulations and communicate them to customers and colleagues in an easy to understand manner		X
Excellent verbal, written and numerical skills	X	
Proactively manage a varied workload, ensuring deadlines are met	X	
Ability to contribute as a member of the team but also work on own initiative and without close supervision	X	
Ability to create and shape strong and effective relationships with with local and regional partners	X	
A clear commitment to ensuring appropriate professional boundaries and the issues surrounding confidentiality and data protection	X	
<b>Personal Features/ Qualities</b>	<b>Essential</b>	<b>Desirable</b>
Understanding of, and commitment to, the aims, values and principles of Elderpark Housing in which equality and diversity is embedded throughout	X	

## Summary of Principle Terms and Conditions of Employment

<b>Job Title:</b>	Community Energy Advisor Fixed Term
<b>Salary:</b>	£30,250 - £33,617 per annum EVH Grade 5 (Spinal Points PA13 – PA16)
<b>Contract:</b>	Full Time, Fixed Term until September 2027
<b>Hours of Work:</b>	35 hours per week, Monday to Friday 9am to 5pm (also a requirement to work out with office hours).
<b>Leave Entitlement:</b>	Up to 30 days annual and 13 public holidays per annum pro rata where applicable
<b>Place of Work:</b>	65 Golspie Street, Govan, G51 3AX (or any other location as necessary)
<b>Notice Period:</b>	4 Weeks
<b>Salary Payment Date:</b>	27 <sup>th</sup> of each month
<b>Pension:</b>	The association offers a SHAPS Defined Contribution Scheme with the employer contributing a maximum of 12%
<b>Professional Fees:</b>	One set of relevant professional fees paid annually

This summary is for guidance only and will not form part of the contract of employment.

All offers of appointment are subject to two satisfactory references, proof of identity to work in the UK, a Basic Disclosure Scotland Certificate and proof of qualifications where necessary.

# People Benefits



## Why work with us?

- Flexible Working Environment
- Learning and Development Culture
- Family Friendly Policies
- Teambuilding Days Annually
- Health & Wellbeing initiatives
- Counselling Services
- Professional Membership Fees (annually)
- Employee voice channels including an Employee Forum
- Pension scheme with a maximum contribution of 12% employer provided employees pay 6%

*Winning the CIH award for 'Excellence in Learning and Development' November 2023.*



## Our Values

- |                  |  |
|------------------|--|
| <b>Caring</b>    | We demonstrate a caring, kind and compassionate nature.  |
| <b>Reliable</b>  | We are honest, trustworthy and reliable in everything we say and do.                                     |
| <b>Fair</b>      | We are fair and non-discriminatory at all times, treating each individual with the utmost respect.       |
| <b>Open</b>      | We display strong integrity, ensuring everything we do is carried out in an open and transparent manner. |
| <b>Adaptable</b> | We are adaptable and responsive to change in order to meet the needs of our customers and organisation.  |

# Applying for a role Elderpark Housing

## Top Tips

We want our recruitment process to reflect our organisational values and be a positive experience for all candidates. In order for you to have the best opportunity in the process, we would like to provide you with the following information.

We invite candidates to submit a CV with cover letter for our roles. Here is some information on what information to include to ensure you have the best chance when we shortlist.

## CV

Your CV allows you to summarise your education, work history, skills and experience which relate to the job you are applying for. Your skills and experience will be assessed against the essential criteria in the person specification on page 7/8 so make sure your information is relevant by:

- Checking your CV is up to date including dates of employment with reasons for breaks in career
- Highlight the skills and experience relevant to the role you are applying for avoiding sending a generic CV
- Provide details of your education, employment history and voluntary experience

## Cover Letter

The purpose of a cover letter is to complement your CV and showcase your relevant skills and experience against job requirements along with personal qualities such as motivation, work ethic and teamwork skills.

We want you to showcase your personality, what drives you and how you align with the culture of our organisation and its values. Ensure you read the job description and person specification so you are clear about the role and the job requirements.

Consider including the following:

1. **Introduction** – introduce yourself to us
2. **Why this job?** Why are you interested in this role and the organisation?
3. **Why you?** Explain why you are well suited to the position referring to relevant skills and experience/knowledge you have relevant to the person specification on page 7/8. You could mention accomplishments, transferable skills relevant to the role. State explicitly how you meet the job criteria. Provide examples and consider using the **STAR** technique.

We hope this information helps you and we wish you all the best with your application.

## Guidance Notes for Applications

### Please read these notes carefully

As part of the application process, we ask that you complete an Equal Opportunities Monitoring Form which you can access by clicking [HERE](#).

Please return your CV and cover letter to [recruitment@elderpark.org](mailto:recruitment@elderpark.org).

Your application will be treated in the strictest of confidence.

If you wish to post a hard copy of your application, the full postal address is as follows:

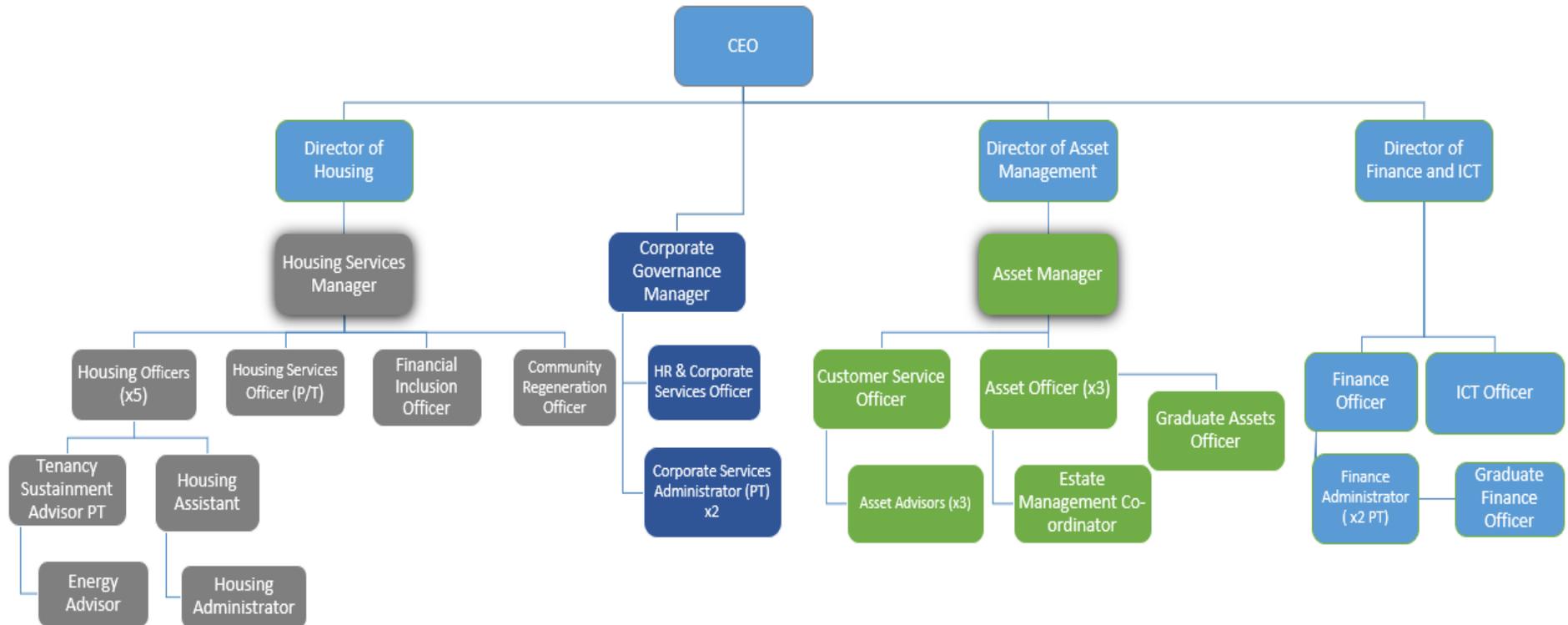
**Corporate Services Department  
Elderpark Housing  
65 Golspie Street  
Govan  
G51 3AX**

Applications will be considered and assessed against the requirements of the person specification in order to select the candidates for interview stage. If you are successful at this stage, you will receive an email inviting you to attend an interview. If you are unsuccessful, you will be notified by email.

If you are invited to interview, it will last for approximately 45 minutes. All information will be provided to you in an invite to interview email. If you require any adjustments to support your attendance at an interview, please let us know.

If you have any queries about the position or the selection process please contact [recruitment@elderpark.org](mailto:recruitment@elderpark.org).

# Elderpark Staffing Structure October 2025





Elderpark Housing Association

65 Golspie Street

Glasgow

G51 3AX

Email: [Recruitment@elderpark.org](mailto:Recruitment@elderpark.org)

Phone: 0141 440 6164

Driving directions to our office:

<https://www.youtube.com/watch?v=z566yYSscZg>