



### **Job Description**

Job Title:	Community Energy Advisor
Grade:	EVH Grade 5
Starting Salary:	£27,440.00
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.

The aim of post will be to 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.

The post holder will 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.

### **The key aims of this post is to:**

- Educate people about their household energy consumption, heating controls and their energy bills
- Advice on fuel debt, benefit claims, income maximisation, advice on fuel tariffs, payment options and energy efficiency measures

- Carry out home visits to gather information on energy use and provide advice on reducing energy consumption
- Collect data on changes in energy consumption from home visits
- Deliver community workshops on reducing energy consumption with the support of the volunteer energy champion
- Achieve the outcomes as detailed in the award from the Energy Redress Fund
- Maintain up to date knowledge of all areas of advice on energy consumption ensuring customers are always given accurate, relevant advice and information
- Work closely with colleagues and any referral agency to ensure a holistic and sustainable approach to residents negatively affected by fuel poverty.

### **Principal Responsibilities and Duties**

#### **Fuel Poverty Support, Avoidance and Advice**

- To carry out home visits helping to record the following; standard information in relation to energy use; evident changes in energy consumption; recommendations made; implementation of recommendations; financial impact to households.
- To assist residents to better understand and plan their household budgets including their energy bills and identify opportunities for residents to maximise their incomes through advice on fuel debt, fuel tariffs and payment options
- To promote and deliver local workshops and campaigns in our areas of operation, which aims to give residents the opportunity to seek energy and debt advice, to reduce their energy consumption and change attitudes and behaviours
- To support, train and manage 'volunteer energy champions' to deliver workshops and give energy advice to residents
- To improve access to information and prepare and promote literature on the Energy Advice Service
- To work with local schools within the Govan community to educate them on fuel costs and household budgets
- Manage the introduction of small scale energy efficiency measures and give residents advice on heating controls, thermostats and advice on managing condensation

- To work with the Maintenance Department to identify residents with capped supplies, with the aim for residents to get back on gas supply use and to report any property maintenance issue which negatively impact on the energy efficiency of the home
- To identify residents facing or at risk of fuel poverty and make appropriate referrals which enhance a customer focused service and has regard to data protection, client confidentiality and organisational policies and procedures
- To actively represent the values in our customer care strategy
- To adhere to Elderpark Housing's Health & Safety policy and procedures.

### **Resident and Community Support**

- Working closely with colleagues and, where relevant, external agencies to connect residents with long term, sustainable measures to support them out of hardship, e.g. support into training, volunteering or employment, or building digital skills
- Refer residents to external agencies who can provide specialist help and advice on health or wellbeing issues
- Work with community groups to deliver workshops, seek out referrals and support energy champions volunteers' to deliver energy advice within their organisations
- Identify key personnel within community groups to promote workshops and recruit 'energy champion' volunteers.

### **Monitoring and Evaluation**

- To be responsible for case management and maintaining suitable monitoring frameworks to ensure the necessary performance reports are required for the Govan Energy Service and any publications for the Association including newsletters, website and social media
- To benchmark and monitor energy consumption and changes in consumption after advice and intervention methods have been introduced
- To use tenant profiling to understand the nature of resident needs, identify trends and suggest areas for service improvement or development.
- To complete any relevant surveys to ensure business improvement in the service that will be reported to the Community Energy Project Lead for learning outcomes of the service.

## **General Responsibilities**

- Take responsibility for your own learning and development, actively participating in relevant training opportunities
- Work positively with colleagues, including the Associations' Financial Inclusion and Welfare Right Service's, Community Regeneration Team, reporting to the Community Energy Project Lead to share knowledge, best practice and ideas to continually improve our service
- Achieve all individual targets and objectives
- To attend relevant meetings, forums or conferences to develop understanding of Energy Advice work within the housing sector and to promote the Govan Energy Advice project work in this area
- To assist in providing information/reports as required to the Project Lead - Energy Efficiency Adviser on relevant financial gains and debt management including case studies to inform the development of the project.

## **Corporate Responsibilities**

- Work with colleagues across the project and within the participating Housing Association's to ensure that the organisation's are seen as a respectful, open organisation's who value staff
- Ensure that the organisation's policies – including but not limited to comply with the Equality and Diversity, Health and Safety, Customer Services – are complied with through all activities; and that all work is under taken in accordance with the relevant codes of practice and legislation
- Actively and effectively promote the organisation's values, displaying appropriate behaviours and acting with the highest level of professionalism and integrity
- Comply with the Code of Conduct for employees
- Willing to work in accordance with the Association's core values and ethos. In particular, customer service, resident and tenant participation, equality and diversity, team work and the ability to take personal responsibility.



## Community Energy Advisor - Person Specification

Experience, Knowledge and Understanding	Essential	Desirable
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
Qualifications and Training	Essential	Desirable
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	

Skills and Abilities	Essential	Desirable
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	
Personal Features/ Qualities	Essential	Desirable
Understanding of, and commitment to, the aims, values and principles of Elderpark Housing in which equality and diversity is embedded throughout	X	