Energy Adviser

North & West Gloucestershire Citizens Advice are looking for an enthusiastic individual to join our team and make a real difference to their community. This is an opportunity for you to join an established charity that has an excellent reputation for the provision of high-quality advice and is a great place to work. You'll be part of a team committed to working together and with partner agencies to achieve the best outcomes we can for our clients.

The role

FTE Salary:	£26,780 - £29, 560 (dependent on experience)
Hours:	15
Location:	Our office in either Gloucester, Cheltenham or Cinderford, or remote working.
Reports to:	Money Advice & Energy Team Leader

Company Benefits	
Pension:	Contribution of 7% based on 4% employee contribution
Employee Assistance Scheme:	Health Assured
Birthday Leave:	Take a day to celebrate your annual personal milestone. This leave does not form part of your annual leave entitlement.
Christmas Closure:	Our office will be closed between Christmas and New Year's, and these days won't count towards your holiday entitlement.
Flexible Working Policy:	Includes compressed hours, flexitime, homeworking/hybrid

Purpose of the Role

The purpose of the role is to deliver energy advice to clients across North & West Gloucestershire.

To contribute to the charity's work in reducing the impact of fuel poverty and supporting vulnerable clients.

To work in conjunction with Citizens Advice (CA) colleagues (other Energy Advisers, Team Leader, Session Supervisor, Welfare Rights Advisers, Money Adviser, Generalist Advisers), to ensure that the charity provides holistic quality advice and support which meets the needs of clients.

Role profile

- Provide telephone advice to clients.
- Provide energy efficiency advice to support clients to understand and reduce their energy consumption and energy bills; and refer clients as appropriate to schemes for the installation of energy efficiency measures such as insulation.
- Assist clients to resolve billing issues and support clients to consider "switching" supplier where appropriate.
- Support vulnerable clients to access additional support from their energy supplier including Warm Home Discounts, Priority Services Register and Trust Funds.
- Support vulnerable clients to tackle fuel debt; and support clients to access emergency support if required.
- Provide support for income maximisation through the promotion of welfare benefit checks.
- Provide general advice as required and refer clients as appropriate within Citizens Advice for specialist advice (e.g. Welfare Rights, Money Advice, Housing Advice etc).
- Refer clients to external agencies as appropriate for additional advice and support
- Negotiate and mediate with appropriate agencies including energy suppliers on behalf of clients.
- Conduct client interviews using sensitive listening and questioning skills to allow clients to explain their problems and empower them to set their own priorities. Explore clients' circumstances and support needs considering language barriers, accessibility needs and issues around digital access and ability.
- Carry an ongoing caseload and keep comprehensive records of casework which meet audit requirements of Citizens Advice for Information and Advice and relevant funders' requirements. Keep all records confidential, safe and accessible for future retrieval.
- Be responsible for the recording, collation and reporting of statistical and qualitative data in line with the requirements of Citizens Advice and of other funders.
- Promote and market the Energy Advice service through the use of local publicity, the media, social media, awareness raising events, partnership working etc.
- Participate in continuous professional development to ensure skills and knowledge are sufficient to carry out the role.
- Contribute to social policy work at both a local and national level.
- Undertake any other work, consistent with the purpose of the post and/or the aims of the office, as directed by the Chief Officer.

Person specification

Essential Criteria

1. An understanding of and commitment to the aims, principles and policies of the Citizens Advice service.
2. Experience of providing advice to the Advice Quality Standard or the willingness and ability to undertake training.
3. Knowledge of relevant legislation, documentation, rules and regulations relating to energy advice.
4. An understanding of the skills and techniques used in interviewing clients both face-to-face and by telephone as well as in their own home.
5. Good oral communication skills and the ability to communicate well with a wide cross section of people including members of the public, statutory and non-statutory agencies.
6. The ability to monitor and maintain own standards, prioritise work and meet deadlines and targets.
7. An organised approach to work and the ability and willingness to follow set procedures concerning casework and file management.
8. A flexible approach and the ability to work as part of team as well as on own initiative.
9. The ability to research, analyse and interpret complex information and numeracy skills at the level required to undertake the role effectively.
10. The ability to use ICT effectively to access information; record statistics; maintain accurate case records and promote and develop the service.
11. A commitment to continuing professional development.

Want to chat about this role?

If you want to chat about the role further, you can contact Fiona by emailing fiona.ross-collins@gloscab.org.uk or calling 01452 442 024.

Applying for this post

To apply for this post, please submit to info@gloscab.org.uk:

Your CV, outlining your relevant experience, skills and qualifications. **A covering letter (maximum two pages)** explaining why you are interested in the role and how your experience and skills meet the requirements of the person specification.
In your covering letter, please address the following:

- **Why you are interested in the role** and what attracts you to working for North & West Gloucestershire Citizens Advice
- **Your relevant experience**, including examples that demonstrate how you have carried out similar responsibilities.
- **The key skills and strengths** you would bring to the role.
- **How you meet the essential requirements** of the person specification, providing specific examples where possible.
- **What you feel you could contribute to the team and organisation.**

We are interested in the **quality and relevance of your examples**, rather than simply repeating information from your CV. Where possible, please use specific examples to demonstrate what you have done, the role you played and the outcome or impact.
Your covering letter will be considered alongside your CV as part of the shortlisting process.

In accordance with Citizens Advice national policy, we may require the successful candidate to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.