



Community Energy Plus are recruiting

Energy Adviser /Caseworker

Application Pack

Vacancy: **Energy Adviser/ Caseworker**

We are recruiting an Adviser to join our Energy Advice team to work on a range of projects tackling fuel poverty and energy efficiency across Cornwall.

Are you a people person, who is enthusiastic about supporting residents to improve their circumstances? If you are interested in making a difference in your community and looking for a way to use your people and administrative skills in a role that has a real impact, then CEP's Energy Adviser role could be for you.

Knowledge about energy efficiency is not necessary (we will provide training for the right candidate), but we are looking for someone who has experience in providing advice and help, and who has a caring ethos.

Our Energy Adviser/Caseworkers:

- Are committed to great customer service
- Have an approachable outlook and ability to communicate with people of all backgrounds
- Have an excellent eye for detail
- Are flexible and take a collaborative approach to teamwork
- Are prepared to learn new skills around fuel poverty and domestic energy efficiency, and
- Have a passion to work addressing the big issues in Cornwall of social justice and responding to the impacts of the climate and ecological emergencies.

If you want to work with a team of like-minded people, committed to making a difference within our communities, and in a supportive working environment, please make contact.

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The Important Details:

Contract: Ideally this is a full-time role, but we are open to part time/flexible working arrangements with the right individual.

Duration: Initially, a 2-year fixed term contract (3-month probationary period) with the potential for extension.

Location: Threemilestone, but with a mix of office- and home-based working, after the initial training period.

Salary: starting at £28,285 and progressing to £29,071 on successful completion of the probation period and attainment of City & Guilds Level 3 Energy Awareness. Salary will be pro-rata depending on the number of hours worked per week.

Start date: we have open vacancies, so as soon as possible.

Further details: If you want to find out more about working with Community Energy Plus, please email recruitment@cep.org.uk to arrange an informal chat.

To make an application: Please email your CV together with a covering letter describing your motivations and suitability for the role, noting the expectations set out in this role description to recruitment@cep.org.uk. Please include in the subject line of your email: **Vacancy Energy Adviser and your name.**

Application Deadline: 5 pm on Friday 27th February.

Interviews: will take place in person at our Threemilestone office – date/time to be confirmed.

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What we are looking for in an Energy Adviser/Caseworker

The primary purpose of the role:

To deliver effective advice on energy efficiency and energy bill management to help householders achieve warmer healthier homes

Attributes / competencies

- Friendly, with excellent people skills and a sympathetic manner
- Able to work well in a team
- Able to remain calm and purposeful when supporting residents in vulnerable circumstances, who may be upset and stressed
- Methodical, organised, and self-motivated
- Strong administrative skills with an eye for detail
- Proactively identifies potential issues and offers solutions
- Effective writing skills and able to communicate in a clear and concise manner
- A proficient user of Microsoft Office (Word, Excel, Teams, and Outlook)
- Holds a current driving licence and has ready access to a car for use for business purposes.

Essential Skills and experience –

- Able to deal sensitively and appropriately with vulnerable residents
- Good verbal and written communication skills
- Working in a customer service environment.
- Ability to work well under pressure and manage time effectively.
- Supporting multiple colleagues to meet agreed deadlines and targets.
- Providing information accessibly in person, on the phone and through online channels.

Desirable Skills and experience -

- Knowledge of energy efficiency or home improvement projects
- Providing advice to residents or clients
- Knowledge of the welfare benefit system

Qualifications & knowledge

Required

- Minimum of 5 GCSE grades 9 to 4 (A* to C equivalent) including literacy and numeracy, or substantial work experience

Desirable

- BA or BSc Degree in a relevant subject
- Administration or customer care qualifications/ training
- An awareness of poverty and fuel poverty in Cornwall
- Successful candidates will complete an enhanced DBS (Disclosure and Barring Service) check as part of induction to the role.

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What you can expect to be doing as part of the Energy Advice team:

The purpose of the post is:

- To deliver effective advice on energy efficiency and energy bill management to help householders achieve warmer healthier homes
- To deliver case work that resolves more complex energy related issues for clients, e.g., errors with energy bills and accessing support to address fuel debt

The post-holder must hold a City & Guilds 6281 Level 3 certification in Energy Awareness. Training for this qualification is provided as part of the induction process.

The responsibilities of an Energy Adviser/ Caseworker

The provision of advice to householders on domestic energy efficiency, damp, mould, and temperature management via the Community Energy Plus helpline, events, talks to user groups, email, and post.

1. Deliver energy advice directly to fuel poor households. To include:
 - a. Help understanding energy bills, tariffs and managing energy debt
 - b. Tips to reduce energy use
 - c. Access to grants for heating repairs, insulation, and energy efficiency upgrades
 - d. Advice on reducing damp and mould
 - e. Referrals for free home fire safety checks and alarms
 - f. Signposting of other relevant services as part of a holistic advice package
2. Conduct in-depth energy assessments, either in the home or virtually, via video calls, to assist clients to take steps to improve their living conditions. Where client vulnerabilities only allow the engagement to be delivered remotely, assessments and support will be virtual via phone, video, and internet channels.
3. Provide in-depth support, handholding, and advocacy to vulnerable households. This includes signposting, making referrals to other support agencies and helping clients to apply for financial assistance (e.g., heating and insulation grants or fuel debt clearance), advocacy support for householders facing complex energy issues, and coaching clients on how to manage their heating system, take meter readings, switch energy supplier and control energy bills.
4. Active case management, potentially over several months, will be required. Further follow up will also collect output data for reporting and evaluation.
5. Ensure that information and data entered into Community Energy Plus's customer relationship management system is accurate and efficiently maintained.

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6. Contribute information for project newsletters and communications, including social media.
7. Provide information for regular reports to project funders.
8. Maintain an up to date working knowledge of fuel poverty, energy efficiency and sustainable energy matters.
9. Attend and contribute to events, displays and presentations.

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