



Energy Adviser

Job Description

Location: Morecambe Office, 87-89 Queen Street, Morecambe, LA4 5EN
Out in the Community

1. **Reporting to:** Core Advice Team Leader
2. **Reporting to the Energy Adviser:** N/A
3. **Salary:** £28,111 FTE
4. **Hours:** 36.25 hours per week - Monday to Friday 9am to 5pm
5. **Main Purpose of the Job:**
 - a. Providing clients with access to energy advice in the Lancaster and Morecambe District, and support on energy related issues to try to improve their financial circumstances and achieve long-term stability
 - b. Work efficiently and effectively with Green Rose, the project partner, to assess the clients needs using a holistic approach to make the most of the help available, prioritising those who are the most vulnerable (low income, disabled, resident of the 5 poorest wards etc)
 - c. Demonstrate recent or ongoing experience in delivering a high standard of advice to clients, or have the ability to undertake the training requirements needed to be able to carry out the role

Main Duties & Responsibilities

Giving Advice

- Provide clients with advice on their presenting problem through a range of channels, including face to face appointments, phone calls and home visits where appropriate

- Act for clients where necessary, providing full casework through to completion of the case, negotiating and representing where appropriate
- Ensure advice is given to minimise energy spend where appropriate, and tips and guidance given to help clients be more energy efficient in the future
- Maintain case records for the purposes of continuity of casework, information retrieval, statistical monitoring and report preparation
- Ensure that all casework conforms to the organisation's Office Manual and the Advice Quality Standard and/or the specialist Quality Mark we hold

Research & Campaigns

- Assist with research and campaigns work by providing information about clients' circumstances
- Provide statistical information on the number of clients and nature of cases and provide regular reports to the organisation's management
- Identify trends and issues that feed in to our service development

Administration

- Use IT for statistical recording, record keeping and document production
- Attend internal and external meetings as agreed with your manager
- Maintain a library of reference material
- Liaise with statutory and non-statutory bodies and present the service to outside bodies as appropriate

Training & Development

- Identify and implement your own training and development needs
- Keep up to date with legislation, policies and procedures relating to specified areas of energy awareness
- Attend relevant internal and external meetings as agreed with your line manager
- Prepare for and attend supervision session/team meetings/management team meetings as appropriate

Other Duties & Responsibilities

- Uphold the aims, principles and equal opportunities policies of both CANL and the Citizens Advice service, as well as Green Rose
- Build good working relationships with colleagues and partners to ensure your clients are benefitting from the district wide services available to them from a holistic standpoint
- Ensure compliance with Citizens Advice Equality and Diversity policies

- Abide by Health and Safety guidelines and share responsibility for own safety and that of colleagues and volunteers
- Carry out any other relevant tasks as required to ensure the effective development of CANL and the delivery of its services

Note: *This job description does not constitute a 'term and condition of employment' and does not form part of the employment contract. It is provided only as a guide to assist the employee in the performance of their job. It is not intended to be an inflexible list of tasks and may be varied from time to time, in line with business objectives and service needs, after consultation and discussion with the post holder, in accordance with current policy and practice.*

Person Specification

We work in a really special charity - one with a warm, positive and non-judgemental culture where everyone is welcome. If you want to work at Citizens Advice North Lancashire we want to make sure you are keen to join us, our team, and contribute to our positive ethos. We don't mind if you don't have lots of experience but we do want you to be willing to learn. We will provide full training and support to you if you join us.

We'll be looking for someone who is:

- Enthusiastic and positive
- Punctual, with good time keeping and excellent attendance
- A clean, tidy, professional appearance
- Confident with computers and phones and in time, able to support volunteers who are less confident
- A patient person who is also calm under pressure
- Someone who really likes meeting a huge range of different people
- Someone who is understanding and empathetic about people's issues, especially when they are upset or very vulnerable
- Not afraid to ask for help
- Keen to learn lots of different things including how to deal with different people from different backgrounds, all with varying life circumstances
- Willing to complete the Energy Adviser specific training requested by the funder - NEA Level 3

- Happy to flex and change depending what's needed that day
- Good at working with a team and individually
- Non judgemental, with an understanding about Equity, Diversity and Inclusion
- Good on the phone, face to face and confident using email, online applications and IT equipment such as printers and scanners
- Good literacy and grammar standards with attention to detail
- Someone who is willing to get stuck in and do their best for our clients
- Someone who is interested in our service and what we do