



Energy Adviser

Job pack

Want to chat about this role?

If you want to chat about the role further, you can contact Charlie Young by emailing c.young@arunchichestercab.org.uk or calling 01243 866233



Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.



The purpose of the role

Arun & Chichester Citizens Advice are pleased to have received funding from The Energy Redress Scheme to tackle fuel poverty in Sussex.

We are now recruiting advisers to provide a high quality, effective and efficient advice service to those in fuel poverty throughout West Sussex. Advisers will be trained to City & Guilds L3 in Energy Awareness (training can be provided) to deliver holistic advice via telephone and online, including energy efficiency and income maximisation. The service will particularly focus on delivering to those that fall into the “extremely clinically vulnerable” category under COVID-19 guidelines.

The role will be home-based but travel may be required to our offices on occasion. Experience in a similar field would be desirable but not essential. We have another advice-based roles that may be available so please include in your covering email if you would like your application considered for those roles also and whether you have a vehicle. To help support the local economy, applications from within West Sussex will be prioritised.



Role profile

KEY DUTIES/ACCOUNTABILITIES

1. To interview clients over the phone or online, providing appropriate advice and information, exploring options and implications to help clients set priorities and make decisions.
2. To undertake a holistic approach to the client and deal with related issues as well as the presenting issues.
3. To undertake casework on clients' behalf, write letters and negotiate with third parties.
4. To maintain clear and accurate case records that meets the quality standards of the Membership Scheme.
5. To maintain records as required for continuity of casework, information retrieval, statistical monitoring, accountability and report preparation.
6. To seek support as necessary to ensure quality of advice, good practice and that the degree of casework taken on is appropriate.
7. To utilise an internal referral system between the advice centres in ACCA.

TRAINING

1. Keep informed of new and changing legislation relevant to the post and of issues and policies in all advice areas.
2. Complete the City & Guilds L3 Energy Awareness qualification if they do not already hold this.
3. Keep up to date with all the regular Citizens Advice circulars and information items.
4. Attend regular training to develop knowledge, skills and expertise.
5. Participate constructively in team meetings.
6. The post holder must be willing to undergo training in Information & Communication Technology and case management software and apply it as needed to carry out the tasks of the post.

SOCIAL POLICY

1. Recognise the root causes of problems and contribute social policy evidence in line with the twin aims of the Citizens Advice service, highlighting issues of particular concern to disadvantaged groups and clients in general.
2. Participate in local and regional social policy initiatives developed by ACCA, its projects and partner organisations.

ADMINISTRATION

1. Ensure that the information sources in use are up to date.
2. Maintain statistics and analysis of work in accordance with ACCA procedures and funding conditions.
3. Be responsible for own file management and letter writing and implement administrative procedures as directed by Line Manager.
4. Record outcomes on the database throughout the case management process.
5. Contribute to reports for Line Manager giving update of project, including all financial outcomes and a sample of case studies.
6. Liaise with the administration team for tasks such as appointment booking, sending letters or processing fuel vouchers.

POLICIES OF CITIZENS ADVICE

1. The post holder must understand and be committed to the aims, principles and policies of Citizens Advice and the ACCA service.
2. The post holder must have due regard in the planning and execution of their duties and at all times to the aims, principles and policies of ACCA and Citizens Advice.

ESSENTIAL

1. Able to work unsupervised
2. Good IT skills
3. Commitment to continuous development
4. Experience working with vulnerable clients in a non-judgemental way

DESIREABLE

1. C&G L3 Energy Awareness
2. Advisory background



Person specification

1. Ability to collect, analyse and present project data.
2. Ability use systems to collect, collate and share information about project achievements and outcomes.
3. Understanding of and commitment to the aims and principles of the Citizens Advice service and its equal opportunities policies.
4. A willingness to learn and develop and reflect on practice.
5. Excellent interpersonal skills, including the ability to relate and work with a large variety of different people.
6. Ability to monitor and maintain own standards.
7. Numerate and literate to the level required by the tasks.
8. Effective written and oral communication skills.
9. Ability to use IT applications to record statistics and produce documents of the data collated.
10. Knowledge and understanding of the problems people face in our local community.



What we give our staff

- 20 days' annual leave FTE (+ bank holidays) increasing with length of employment.
- Workplace pension available
- Employee Assistance Programme
- Commitment to continued professional development
- Supportive and flexible employer
- An opportunity to work within a team that is friendly, forward thinking and passionate about helping our community