



## Energy Adviser Job Description

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**Employer:** Perth Citizens Advice Bureau

**Job Title:** Energy Adviser

**Responsible to:** Operations Manager

**Location:** Hybrid working available with face to face client sessions in Perth City

**Hours per week:** 21

**Contract:** 12 months fixed term

**Salary:** £24,665 + 6% Pension (pro-rata based on 35 hours p/w)

### Summary of Main Responsibilities:

This role within Perth CAB which will provide energy advice and information to residents at risk of fuel poverty throughout Perth City. This will include on a one to one basis and by delivering group sessions to community groups.

### Main Responsibilities:

1. Give one to one, in person or multi-channel (face to face, email, video, telephone) support and advice
2. Give advice on a range of energy advice topics including suppliers, payment and meters
3. Give practical tips to reduce energy usage
4. Make referrals for grant assistance as appropriate
5. Carry out benefit checks to help maximise income and help clients identify other issues which CAB can assist with to help overall household income
6. Make internal and external referrals to ensure clients get a quality holistic service
7. Ensure all client contacts are recorded within bureau guidelines including stats monitoring and comply with GDPR requirements
8. Carry out the required levels of training each year dependent on years of experience
9. Take part in wider bureau working groups to ensure strong team work and inclusion
10. Any other relevant activity as required by the Operations Manager or CEO

## Person Specification

|  | <b>COMPETENCIES</b> |                  |
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|  | <b>ESSENTIAL</b>    | <b>DESIRABLE</b> |

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| <b>QUALIFICATIONS</b> | n/a | Recognised CPD in energy advice |
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| <b>EXPERIENCE</b> | <p>Experience of working in the advice sector</p> <p>Experience of managing a busy caseload within a high demand service</p> <p>Experience of researching legislation and policy areas and translating it to clients</p> | <p>Experience of energy and/or benefits casework</p> <p>Experience of working for a CAB</p> |
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| <b>SKILLS AND ATTRIBUTES</b> | <p>Effective communicator who can support clients to understand complex information</p> <p>Good written skills</p> <p>Effective time management skills, with the ability to prioritise in order to manage busy periods whilst maintaining a work life balance</p> <p>Ability to build and maintain effective working relationships</p> <p>Ability to prioritise client satisfaction</p> <p>Ability to support vulnerable clients with complex needs</p> <p>Ability to remain warm and approachable to all clients even when working under pressure</p> |  |
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| <b>KNOWLEDGE</b> | <p>Working knowledge of the energy and utilities landscape in Scotland</p> <p>Good overall knowledge of general advice</p> <p>Overall knowledge of how energy suppliers operate and their responsibilities towards their customers.</p> | <p>Knowledge of energy saving tips</p> |
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| <b>VALUES</b> | <p>Committed to continuous personal development</p> <p>Non judgemental and impartial</p> <p>Committed to the aims and principles of the CAB service</p> <p>Supports a client centred approach</p> |  |
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