



Thank you for your interest in working at Citizens Advice Mid Mercia. The following information should give you all that you need to apply for this role and an idea about what it means to work at Citizens Advice.

JOB TITLE: Regional Energy Lead/Energy Adviser

Salary: £20,253 pa

Hours of Work: 37.5 hrs / w

Location: Remote and occasional travel to South Derbyshire, Derby, Tamworth, Burton, Tamworth and surrounding areas.

Status: Fixed term employment contract until 31st March 2023 – possible extension subject to funding

Closing Date: Rolling Recruitment

Interview Date: TBC

Start Date: ASAP

TO APPLY

Please visit our website to download an application form and job guidance notes here:

<https://www.citizensadvicemidmercia.org.uk/vacancies/>

Completed application forms are to be sent to: staff@citizensadvicemidmercia.org.uk

The Service

This role will comprise of time spent as **Regional Energy Lead** as part of the Big Energy Saving Network (BESN), and as an **Energy Adviser** under our Warmer Derby and Derbyshire project.

Regional Energy Leads will be expected to deliver training to 300 frontline workers. This training should be targeted at frontline workers who work closely with vulnerable consumers. Secondary benefits of this training include raising the profile of energy issues and helping to develop referral pathways and better networks, to ensure that vulnerable consumers are given specialist energy advice.

The training should be pitched at a level which enables the frontline worker to resolve many energy queries by themselves, as the intention is that the BESN project will help them to help others.

In addition to delivering training, Regional Energy Leads will have a leadership role to play in guiding the BESN project at a regional level and making sure that they contact each local Champion on a monthly basis. They will be able to offer training support, expert input for

complex cases, guidance on how to deliver BESN and will also pick up ad hoc queries/issues related to their area.

We expect the Regional Lead role to be equivalent to 0.4-0.5 FTE over the course of the delivery window.

Energy Adviser role aims to provide confidential and impartial advice through a range of channels (office based, home visits and/or over the phone) to local residents who are in fuel poverty or are in risk of being in fuel poverty on energy related issues, and to reach out into communities to help the people who are most in need by creating a network of referral agencies by completing short, informative one to one or group energy related advice sessions in an outreach setting.

The Role

Advice Giving

- Interview clients using sensitive listening and questioning skills in order to allow clients to explain their problem(s) and empower them to set their own priorities.
- Understanding tariffs, bills and fuel options including switching methods
- Providing advice on energy efficiency measures, thermal efficiency measures, and identifying grants available including ECO
- Providing benefit entitlement checks and/or assistance in claiming benefits This includes checks for eligibility and applications for Warm Home Discount (WHD), rebates available from energy suppliers and the Priority Services Register
- Support with complaints or customer service issues with an energy company
- Advice on dealing with and reducing fuel debt, including accessing financial support to pay off fuel debts through charitable grants, and ongoing payment plans. This is aimed at giving clients long-term relief from fuel poverty
- Providing financial assistance to be spent towards energy bills, including rebates, to households that are particularly at risk of fuel poverty or in emergency situations
- Smart Meter advice
- It will be a requirement for staff working on EAP to complete all 6 modules of our energy training programme.

Training Delivery

- Organise internal and external learning and development activities to ensure effective delivery of Energy skills to identified frontline workers.
- Facilitate inclusive group and / or one to one learning and development activities.
- Develop links with relevant statutory and non-statutory agencies relevant to the role.
- Use skills and competences to promote the organisation and foster good relationships with external organisations.
- Provide technical support, act as a consultant and support the work of Regional Energy Champions to ensure that standards meet Citizens Advice guidelines.

Other

- Keep up to date with research and campaigns issues and ensure that this is promoted and integrated in a way relevant to the role.

Person Specification

EXPERIENCE

Essential

- Demonstrable understanding of the issues involved in interviewing clients, an up-to-date understanding of equality and diversity – it's application to providing advice and the supervision and development of staff.
- Commit to, and work within, the aims, principles and policies of the Citizens Advice service, demonstrating the understanding of issues affecting the society and the implications of this on the client and the service.
- A proven ability to work effectively with a wide variety of stakeholders.

Desirable

- Experience of working within a Citizens Advice service
- Experience of working with the public in an advisory capacity

KNOWLEDGE

Essential

- A sound working knowledge of providing energy advice including knowledge of home energy efficiency, renewable energy and low carbon technologies.

Desirable

- Completion of Citizens Advice Adviser Training Programme
- Qualification in Energy Advice for example City & Guilds Energy Awareness

SKILLS AND ATTRIBUTES

Essential

Ability to communicate effectively verbally and in writing, conduct research and analyse & interpret complex information to produce and present reports clearly.

Want to chat about this role?

If you want to chat about the role further, you can contact Samantha Fuller by calling 07525986787

In accordance with Citizens Advice national policy, the successful candidate may be screened by the DBS.

Probation Period

6 months – with possible extension if performance review is required.

Benefits

25 days annual leave plus bank holidays pro rata.

Up to 5% pension contribution.

In line with government and health regulation and changes, we regularly update our COVID-19 safety measures within the offices, for our services, and for enabling staff to work from home.

Positive Employment

A criminal record will not necessarily be a bar to you being able to take up the job.

We welcome applications from people with disabilities.

Our CORE values

Communicate: We will be consistent, positive, passionate, and listen.

Ownership: We will be accountable, make a difference, meet deadlines, keep promises and have solutions.

Respect: We will be honest, work with integrity, trust each other, be fair, tolerant and stand for equality.

Effective: We will deliver quality, focus on detail and be professional.

Overview of Citizens Advice Mid Mercia

Citizens Advice Mid Mercia is an independent member of the Citizens Advice network, which is made up of the national charity and a network of local Citizens Advice members.

Citizens Advice Mid Mercia delivers free, impartial, independent and confidential advice, training, peer support and advocacy services. Services are delivered across South Derbyshire, Derby City, East Staffordshire (Burton-upon-Trent and Uttoxeter) and Tamworth.

Citizens Advice Mid Mercia has over 60 members of staff and many volunteers delivering services from four main offices and community venues.