



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: Outreach Energy Adviser

Salary: £23,810 pro rata

Hours of Work: 22.5 hours per week

Location: Remote working with travel to our Citizens Advice Mid Mercia Offices and outreach venues within the surrounding areas.

Status: Fixed Term Contract until March 31st 2026

Closing Date: Rolling recruitment until successful candidate found

Interview Date: TBC

Start Date: ASAP

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 150 members of staff and many volunteers delivering services from four main offices and community venues.

The Service

The Energy Outreach Project (EOP) is aimed at engaging with under-represented and vulnerable consumers to offer energy advice and to create an entry point to access further energy advice support via referrals where needed.

A key focus of EOP is to provide advice in an outreach setting, to new consumers who would not otherwise access your service. We expect that you will deliver the majority of the work in a face-to-face setting.

EOP should be delivered in the community, as a proactive outreach service. Building links and partnerships with other organisations, and delivering EOP in the community in which our target audience live their lives, is vital to ensuring EOP works as intended. As it is an entry point service, it is also important that referral pathways to other advice services are built within your organisation.

Energy Champions will be expected to offer advice to under-represented consumers. Champions are trained energy advisers who will identify vulnerable consumers in their community and provide advice to help them take action to improve their energy situation. This advice may be delivered as a one-to-one session or a group session, where all attendees are offered the option of one-to-one follow up advice. Energy Champions may be volunteers who have existing links within an under-represented community group.

Our Energy Advisors can advise on; energy saving tips, advice on schemes offered by Energy Suppliers and Water companies to include available grants, guidance on current Government energy schemes, benefit checks to see if you may be missing out on any benefit entitlement, fuel Vouchers in an emergency and if required, referrals to other departments within Citizens Advice Mid Mercia – such as debt or general advice.

The Role

Advice Giving

- Deliver energy advice and information to consumers in an outreach setting. This may be delivered in a group setting or through one-to-one advice
- Champions to establish a relationship with their Regional Energy Lead to ensure that best practice is shared across each region. Contact with the Regional Lead must be maintained on at least a monthly basis.
- Champions attend two networking events hosted by the area's Regional Energy Leads.

- Set-up internal referral pathways from EOP to other advice services such as specialist debt advice
- Submit at least one Case Study, demonstrating the impact partnership/outreach work has had and the role the Champion has had in contributing to this.
- Assessing clients and maximising income through benefit calculations as well as through energy schemes and grant
- 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.
- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
- Deliver general promotion of the project including attending meetings, community events or workshops
- Deliver energy efficiency training to partner organisations

Person Specification

EXPERIENCE

- Experience of working in a client facing environment
- Understanding of funder requirements and working to targets
- Ability to prioritise own workload and that of the team
- Excellent written and communication skills
- You must demonstrate that you are able to deliver impartial, client focused energy advice services through community engagement.
- Demonstrate competence in key energy advice areas or a willingness to undertake training.
- Experience of working with a diverse range of people within the community and providing a welcoming environment

KNOWLEDGE

- Ability to deliver advice on a full range of energy related matters to quality standards and undertake appropriate training programmes
- Ability to sensitively empower and engage with a wide range of clients.
- Understanding and commitment to the aims and principles of the Citizens Advice Mid Mercia

Want to chat about this role?

If you want to chat about the role further, you can contact Natalie Pantall by calling 07808775475

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

Probation Period

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

Benefits

28 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.

TO APPLY

Please visit our website for an application form and candidate guidance here: <https://www.citizensadvicemidmercia.org.uk/vacancies/>