



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: £23,810

Hours of Work: 37.5 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 31st March 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 and communities to offer energy advice and to create an entry point to access further energy advice support via referrals where needed.

The Regional Energy Lead (REL) role is split into 2 main functions- Frontline Worker training and regional networking. Both elements are of equal importance.

RELs will deliver training to 300 frontline workers. This training should be targeted at frontline workers who work closely with vulnerable consumers. In addition to delivering training, RELs will have a leadership role to play in guiding the Energy Outreach Project (EOP) project at a regional level.

RELs will host a minimum of two local networking meetings throughout the delivery window, as well as making sure that they make contact with each Champion on a monthly basis. These should be done collaboratively and with the understanding of the other REL in your region.

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

Regional Energy Lead

- Deliver energy advice training to 300 frontline workers (FLWs), who regularly work with consumers who are vulnerable, at risk of fuel poverty or are in fuel poverty.
- Deliver training in a face-to-face, virtual setting or by registering organisations on the Citizens Advice Skillbook digital training platform.
- Target training at FLWs who work with consumers who are at risk of fuel poverty.
- Aim to deliver training sessions that last one hour and focus on: energy efficiency behavioural change, grants available locally, fuel vouchers, the priority service register and warm home discount.
- Establish a relationship with EOP Champions in their region.
- Ensure that the REL contacts each Champion in their region on a monthly basis (this may be face-to-face, by phone, or an email exchange), to offer support.

- Attend and observe at least one EOP event delivered by Champions in the region. A template will be provided by Citizens Advice to support this.
- Work with the other REL in your region to host a minimum of two networking meetings for Champions and other stakeholders in the region
- Work with EOP partners in the region to build referral pathways from EOP to other specialist services.

Advice Giving

- Deliver energy related information advice to clients using a variety of delivery methods including face- to-face, telephone and email as appropriate
- 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

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
- Public speaking skills, to enhance delivery of energy efficiency training.

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>