



The role

JOB TITLE:	Community Energy Adviser
RESPONSIBLE TO:	Project Manager
PLACE OF WORK:	Various locations around Liverpool
SALARY:	£29,798 per annum
HOURS OF WORK:	35 hours per week
TERM:	18 months (potential extension subject to continued funding)

ADDITIONAL INFORMATION:

As well as a competitive salary CAL also provides access to

- **27 days annual leave plus bank holidays**
- **Hybrid Working Scheme**
- **Interest free travel loans**
- **Employee Assistance Programme**
- **Pension Scheme**
- **Cycle to Work Scheme**
- **Lifestyles Gym Membership (20% corporate discount)**
- **Enhanced maternity, paternity and adoption leave pay**

This role is part of a brand-new service which is being delivered across the North West of England and will provide dedicated energy and welfare support to individuals who are vulnerable and in or at risk of fuel poverty.

The service will deliver a range of services offering energy advice to people in and at risk of fuel poverty. This includes:

- Telephone and Digital Energy Contact Centre
- Energy Advice Casework Service
- Energy Champions Community Engagement Programme.

As Community Energy Adviser, you will have responsibility for developing and maintaining relationships with other organisations and agencies and developing referral pathways into the energy team.

You will be responsible for engaging directly with partners, raising awareness of the service, the outcomes that the service achieves for clients, and creating a community of energy awareness. To do this you will engage with partners and community groups on a one-to-one basis and through the delivery of energy awareness sessions to professionals and members of the community including sessions to raise awareness of the dangers of carbon monoxide. You will also plan and attend community events to engage the community in conversations around energy.

The successful candidate will:

1. Be highly experienced in delivering programmes of financial capability and promoting energy saving measures.
2. Have excellent communication skills and be comfortable delivering presentations to groups of people.
3. Be comfortable working in a target driven environment with good data analysis skills.



Role Profile/Job Description

Project Development

- Deliver an energy advice programme to staff working in organisations who support vulnerable people and to members of the community.
- Develop referral pathways to ensure the energy services contact centre can achieve KPI's
- Work with the funder to support their strategic and corporate objectives
- Lead on the development of the Project in specific geographical areas as identified by the funder.
- Support the implementation of innovative access and delivery channels into advice.
- Work with the funder to develop mechanisms to capture, analyse and interpret data.
- Develop and maintain a network of referral partners to ensure the project meets delivery targets.

Engagement and Communication

- Identify local organisations that provide support to vulnerable people and train their front line staff in:
 - “Problem Noticing” techniques to equip them to identify customers with potential issues
 - Delivering energy efficiency sessions to their client group
- Making appropriate referrals to the Project advice teams
- Liaise and engage with the Citizen Advice Liverpool Leadership team as required to discuss and provide updates on the project.
- Provide management reports when required which demonstrate the impact of the project.
- Develop an annual engagement and communication strategy for the project.

Service Delivery

- Deliver energy efficiency advice to vulnerable clients.
- Act as a consultant to advisers within our partner organisation on energy advice/energy efficiency issues.
- Deliver a programme of financial capability 'pop-up' events in community locations; utilising data and local intelligence to target areas of most need.
- Mobilise our network of staff and volunteers across the region to respond to situations/areas where customers are in vulnerable situations due to loss of electricity.
- Where appropriate refer clients into internal specialist services (Debt, Welfare Benefits, Housing) for clients with advice needs.

Performance and evaluation

- Assess the impact of energy efficiency advice and financial capability interventions in improving the client's financial resilience.
- Evaluate the effectiveness of the service in promoting a culture of behaviour change in terms of attitude towards money and saving tailored to individual client groups.
- Prepare an end of year evaluation report.

Training and Personal Development

- Prepare for and attend regular support and supervision meetings and annual appraisal as required.
- Keep up to date with relevant energy advice issues and maintain an up to date working knowledge of all new relevant legislation through:
 - Attending training opportunities
 - Reading monthly subscriptions, relevant publications and Citizens Advice Updates
- Attend staff meetings and internal/external forums and meeting

Administration

- Collect and record all relevant information given during interviews on to Casebook to meet the monitoring and evaluation requirements of the project.
- Be self-administering and undertake general administration tasks e.g. taking messages; photocopying, collating, filing; processing post etc.

Research & Campaign Work

- Take an active role in the research and campaigns process by identifying trends and social policy issues and communicating these to the line manager and Research & Campaigns Co-ordinator.
- Keeping up to date with current research and campaigns priorities, initiatives and plans.

General

- Uphold the aims and principles of Citizens Advice and its equality & diversity policies.
- Abide by health & safety guidelines & share responsibility for your own safety and that of colleagues.
- To work in a positive and supportive manner and contribute to the creation of a good team environment.



Person specification

Desirable

1. One year's experience of delivering generalist advice within Citizens Advice or another quality assured environment such as AQS.

Essential

2. Recent experience of providing advice on energy efficiency
3. Demonstrable experience of developing, managing and maintaining relationships with key stakeholders and partners, using this to develop a network of referral partners to generate a set volume of referrals
4. A good understanding of fuel poverty issues as and issues affecting society and their implications for clients and service provision
5. Experience of working to demanding quality and performance targets within robust performance management frameworks and within specific timeframes.
6. Recent experience of community engagement and an understanding of the principles of community development.
7. Ability to support and encourage others in using online systems and resources to enable them to self-help.
8. Experience of using interpersonal skills, including sensitive listening and questioning skills to understand the needs of others
9. Effective oral and written communication skills, with good IT knowledge to support delivery of service
10. Ability and willingness to work both on own initiative and as part of a team.
11. Willingness to learn and develop skills and be flexible with service delivery.
12. Ability to assist with research and campaigns works by providing information about clients' circumstances
13. Understanding of and commitment to the aims and principles of the Citizens Advice service and its equal opportunities policies.



How to Apply

Applications should consist of:

- Diversity and Monitoring form completed online [here](#) - this form does not form part of your application but must be completed
- Completed application form

Completed applications should be emailed to recruitment@caliverpool.org.uk

Please note that interviews may take place over Microsoft Teams.

Queries regarding the job description or the role overall should be sent to recruitment@caliverpool.org.uk



Application Guidance

Disability

Please let us know if you require any adjustments to be made to the application process or would like to provide any information you wish us to take into account when we are considering your application. If you are selected for interview, we will ask you to let us know if you have any access needs or may require reasonable adjustments to the interview or assessment (if applicable) at that stage. Please be assured that we will be supportive in discussing reasonable adjustments with you at any stage of the recruitment and selection process.

Entitlement to work in the UK

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made. Please note that Citizens Advice Liverpool does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

Shortlisting outcomes

Shortlisted applicants will be invited for an interview. Some positions may require additional assessments (practical task/test or assessment centre). If this is the case, you will have received details with the application pack - further details will be provided if you are shortlisted.

References

All job offers are subject to the receipt of two satisfactory references: One should be from your current or most recent employer or line manager (if you are employed through an agency), or your course tutor if you have just left full time education. The

other should be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the role. References will only be taken up for successful candidates following interview.

Criminal Convictions

Anyone who applies to work within Citizens Advice Liverpool will be asked to disclose details of unspent convictions during the recruitment process. Having a criminal record will not necessarily bar you from working for Citizens Advice Liverpool – much will depend on the type of job you have applied for and the background and circumstances of your offence. However, we are not able to employ anyone with a conviction for a sexual offence against a child or vulnerable adult, regardless of when the offence took place. All other convictions will be considered on an individual basis. Disclosure and Barring Service (DBS) disclosures are only requested where proportionate and relevant to the post concerned. If the post for which you are applying for requires a DBS disclosure, this will be noted in the application pack.