 **The role**

JOB TITLE: Energy Adviser

RESPONSIBLE TO: Project Supervisor

PLACE OF WORK: Various locations around Liverpool

SALARY: £26,952 per annum

HOURS OF WORK: 35 hours per week

TERM: 24 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 Liverpool and will provide dedicated energy and welfare support to individuals who are vulnerable and in or at risk of fuel poverty.

As Energy Adviser, you will provide a multi-channel advice service, including home visits, to fuel poor and vulnerable consumers who are struggling to pay their bills or require better deals on energy. That advice will include:

* guidance on the most appropriate payment methods.
* information on how to access help from energy suppliers.
* energy efficiency measures and ways to save on bills.
* information about Smart Meters.
* maximising benefit and other income.

You will also need to have passed the City and Guilds NEA Level Energy Awareness exam within 2 months of starting the role.

You will have excellent communication skills, be confident, motivated and willing to try new things. We’re not looking for the finished article, if you have the right attitude then we can help to develop your skills.

 **Role Profile/Job Description**

**Advice Giving**

* Deliver a multi-channel advice service, including home visits, to clients regarding their energy needs and income maximisation support, ensuring advice provided meets the requirements of Citizens Advice quality standards.
* Ensure all case recording and other record keeping is completed within agreed timescales and conforms to the Office Manual and the Advice Quality Standards
* Use sensitive listening and questioning skills in order to allow clients to explain their problem(s) and to identify the next course of action.
* Use a range of information sources to find relevant information, then interpret and communicate this to clients, enabling them to tackle fuel poverty and financial hardship for the long-term.
* Assist clients with other related problems where they are an integral part of their case and refer internally or to other specialist agencies as appropriate.
* Meet the individual performance targets set as part of this project.

**Research & Campaigning**

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

**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.

**Professional development**

* Pass the City and Guilds NEA Level Energy Awareness exam within 2 months of starting the role.
* 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.
* Prepare for and attend supervision sessions/team meetings/staff meetings/forums, as appropriate.
* Identify and implement your own learning and development needs.

**Other duties and responsibilities**

* If required, work from a variety of Citizens Advice Liverpool outlets across the city as required over the course of the week.
* Promote the aims, policies, and membership requirements of the Citizens Advice service.
* Ensure all processes and procedures that relate to the responsibilities of the role are delivered with a high level of awareness of the organisation’s equality and diversity ethos and policies.
* Be a positive ambassador for Citizens Advice Liverpool.
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
* **Person specification**

**Desirable**

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

**Essential**

1. Experience of using interpersonal skills, including sensitive listening and questioning skills to understand the needs of others, especially in the context of telephony.
2. Ability to give and receive feedback objectively and sensitively.
3. Effective oral and written communication skills, with good IT knowledge to support delivery of service
4. Ability and willingness to work both on own initiative and as part of a team.
5. Willingness to learn and develop skills and be flexible with service delivery.
6. A good understanding of fuel poverty issues and the issues affecting society and their implications for clients and service provision.
7. Ability to assist with research and campaigns works by providing information about clients’ circumstances
8. Understanding of and commitment to the aims and principles of the Citizens Advice service and its equal opportunities policies.

1. Ability to pass City and Guilds NEA Level 3 Energy Awareness exam within the first 2 months of starting the role.

 **How to Apply**

Applications should consist of:

* Diversity and Monitoring form completed online [here](https://forms.office.com/Pages/ResponsePage.aspx?id=HvhVKSvKrkSATX3qZSx5ctWmJpY_-B5CnokgZNhz7apUNEQ5WFFZTkxHWU5KS0lMMkRQVE5GQUNTUiQlQCN0PWcu) - 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.