**ROLE DESCRIPTION**

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| **Job Title** | Energy Rights Telephone Adviser |
| **Division** | Telephony Services |
| **Department** | Helpline  |
| **Location** | Scotland based. Blend of home and office (Edinburgh) working |
| **Geographical focus of role** | Scotland-wide |
| Contractual Status of Role: *Permanent or fixed term* | Fixed term until 31/07/2024, subject to funding  |
| Hours | 35 hours per week  |
| Job Title of Manager | Assistant Telephony Manager |
| Job Titles and number of any direct reports:  | None |
| Salary: | £26,500pa |
| Job Purpose: | To act as champion on agreed subjects such as tariff switching, energy bills, energy efficiency measures, grant funding and the importance of heating a home effectively for health reasons in later life.To deliver an energy and generalist information, advice & friendship service for older people in Scotland, their carers, families and professionals primarily by telephone, email and letter.To support the Energy Trainer in delivering new workshops to older people. Provide training to Age Scotland and business partner teams.  |
| Main Responsibilities | **Energy advice for Age Scotland callers** Provide an energy information and advice service covering: * Accessing affordable tariffs including helping callers understand the choices between card meters, quarterly billing and direct debit options.
* Helping callers with alternatives to digital switching of tariffs.
* Accessing energy efficiency measures.
* Accessing grant funding or low or interest free loans.
* Helping callers understand the importance of effective home heating for health reasons and the effect on building fabric.
* Consumer related issues such as doorstep callers or scams.
* Identify consumers who are vulnerable and may require additional support from Age Scotland.
* Identify any callers who may be at risk of injury through e.g. un-serviced or old gas appliances that may be a carbon monoxide or fire risk.

**Provide information and advice on other Age Scotland services** **(Full training will be given on the points below)*** Money (including benefits checks)
* Social Care
* Retirement choices and lifestyle
* Housing
* Health
* Consumer
* Legal and end of life
* Employment

**Staff training and engagement** * Cascade information to staff and share learnings from caller interactions with the wider business on key issues.
* Represent Age Scotland at key events.
* Represent Age Scotland at key customer engagement events.
* Help create engaging materials to help the older people of Scotland understand the energy options open to them e.g. tariff switching, energy efficiency measures.
* Evaluating and reporting on key statistics to senior management or business partners.
* Case checking and peer to peer checking and feedback.
* Proving friendship.

Provide advice which is: * Delivered with empathy.
* Confidential.
* Impartial and non-judgmental.
* Communicated in a clear and accessible manner.
* Focused on the client’s needs and desired outcomes.
* Adheres to best practice in safeguarding procedures.
* Supplemented by written materials such as information guides, factsheets and letters/emails as appropriate.
* Accurately case-recorded on our database according to data protection and confidentiality procedures, including details of relevant time limits and information sources used.
* Compliant with agreed referral procedures.
* Based on quality-assured information resources.
* Provided in accordance with relevant quality standards and partnership agreements.

Friendship:* Deliver a professional and friendly service demonstrating empathy and understanding according to agreed protocols.

General:* Keep self-informed of all relevant legislation and legislative changes including all Scottish Government, UK Government and local/Local authority energy efficiency schemes.
* Support colleagues by way of buddying and mentoring.
* Identify your own training needs, participate in training workshops and share your learning with others.
* Attend regular team meetings.
* Assist with administration as required, including collation of information about local advice and support services.
* Abide by health and safety guidelines and share responsibility for your own safety and that of colleagues.
* Attend events to raise awareness of Age Scotland.
* Contribute to and present in training sessions for older people and AS colleagues.

Actively contribute to the work of other Age Scotland teams including:* Providing social policy evidence and statistics for the policy and campaigns team.
* Participation in specific campaigns.
* Responding to senior management requests.
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| Quantitative aspects of the role | * Work with the team to meet agreed call volumes.
* Calls answered within agreed target times.
* Data Input onto database.
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| Performance Measures | * Adherence to objectives and departmental goals.
* Call quality excellence
* Conduct, performance and absence in line with company guidelines**.**
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**PERSON SPECIFICATION**

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| Experience | **Essential:*** Experience of cascading information to others orally and in writing to share knowledge and experience.
* Experience of customer record management systems (CRM).
* Experience of working in a generalist advice service.

**Desirable:*** Recent experience of energy-based telephony advice role.
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| Knowledge | **Essential:*** A knowledge of energy related advice as detailed in the main responsibilities with an emphasis on the areas that most affect the older people of Scotland.
* A knowledge of grant and loan funding both UK & Scotland wide and at local level.
* A knowledge of or ability to learn about the theory and practice of: Money (including benefits), Social Care, Retirement choices and lifestyle, Housing, Health, Consumer, Legal and end of life, Employment.
* Knowledge of issues relating to safeguarding of vulnerable people.
* A good understanding of the issues affecting older people and their carers.
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| Skills | **Essential:*** Ability to communicate effectively both orally and in writing.
* Ability to demonstrate empathy and understanding to callers.
* Ability to use electronic case recording systems and benefit calculation software.
* Ability to listen to client enquiries, research information, give advice in a manner the client can understand and create an accurate case record.
* Ability to work under pressure and prioritise work in a busy environment and at home.
* Ability to cope with the pressure of complex and emotionally demanding enquiries.
* Ability to work flexibly and to respond positively to service developments.
* Ability to work independently and as part of a team.
* Ability to be agile and resilient in meeting clients changing needs.
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| Qualifications | **Desirable:*** City in Guilds qualification in Energy Awareness (the role will be funded to complete this course).
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| Additional Requirements | **Essential:*** An understanding of and commitment to equal opportunities.
* Commitment to working alongside and supporting volunteers.
* Willingness to work from the Edinburgh office when required.
* Commitment to the aims and visions of Age Scotland and the ability to demonstrate those values in your work.
* Commitment to tackling the stigma of isolation and loneliness.
* Employees are expected to undertake any and all other reasonable and related tasks allocated by their Line Manger.
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