

Job Description – Energy Advisor



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| Responsible to | Energy Advice Team Leader |
| Salary | £27,086 - £28,086 per annum pro rata + 6% contribution to pension scheme |
| Hours of work | Full time (35 hours per week)* on a flexible basis, including occasional evening and Saturday work |
| Place of work | Greener Kirkcaldy office (or hybrid of home and office), community locations and people's homes throughout Mid and West Fife |
| Contract | Permanent |
| Holiday | 33 days inclusive of public holidays per annum pro rata initially, going up to 37 days after 5 years' service |
| Requirement | The post-holder will be subject to a Disclosure Scotland check |

* We would consider requests to work fewer hours, or to job-share

Job purpose

Greener Kirkcaldy is a community-led charity working locally to bring people together, take positive action on the climate emergency and support people experiencing fuel poverty and food insecurity. We believe in a future where everyone has a say in what happens locally, people are working together to protect our environment and those in hardship are supported to live well.

Our work is diverse. Our team of 40 staff and 150 volunteers deliver programmes of action on climate change, fuel poverty and food insecurity. We work in Kirkcaldy and across the region of Fife, often in partnership with other charities, community groups and public-sector organisations.

We lead the Cosy Kingdom partnership, a free and impartial energy advice service available to all tenants and homeowners across Fife. Our Energy Advisors help people save energy, stay warm while spending less on fuel and develop skills and confidence to take more control of their energy use and bills. Our work plays a vital role supporting people in, or at risk of, fuel poverty and makes an important

contribution to tackling carbon emissions and climate change.

This role will be part of a team of Energy Advisors delivering energy advice work across Mid and West Fife. You will provide home energy advice and support to householders through a mix of home visits, telephone appointments and drop-in advice surgeries in our building and at community events. This will include support to help people struggling to heat their homes, advice on reducing energy and tips on making homes more climate friendly. You will also refer on to partners and other relevant external agencies for further support.

You will deliver events, talks and workshops to raise the profile of the service and educate people on saving energy, as well as training to frontline workers on how to "spot and refer" people in, or at risk of, fuel poverty. Full training will be provided, including City & Guilds Energy Advice.

Specific Responsibilities

- To carry out home visits, telephone appointments and advice surgeries, offering one-to-one advice, support and information to householders
- To communicate with suppliers, landlords and external support organisations
- To deliver training, events, workshops and talks for groups, organisations and the wider public
- To attend local events and groups to represent Greener Kirkcaldy, Cosy Kingdom and promote our activities
- To develop and maintain a network of contacts for the project to work with
- To promote the project to a wide range of different audiences and raise awareness of energy, carbon reduction, fuel poverty and climate change
- To develop marketing materials, campaigns, activities and resources to promote the project and change attitudes and behaviours
- To assist in the implementation of monitoring and evaluation systems, carry out follow-up surveys and contribute to project reporting

General responsibilities

- To work as part of the Greener Kirkcaldy team to promote and encourage understanding of environmental issues and the climate emergency
- To promote the values of Greener Kirkcaldy when working in the local community
- To work effectively with other team members (staff and volunteers) to achieve goals
- To provide excellent customer service
- To develop good relationships with project partners
- To report on the success of allocated tasks, both verbally and in writing
- To comply fully with the organisation ethos, policies and procedures and relevant legislation
- To attend and contribute to staff and working group meetings
- To undertake other duties in line with the job purpose

Person Specification

| Qualifications, skills and experience | Essential | Desirable |
|--|-----------|-----------|
| Experience of working in a related field such as community development, advice or advocacy | • | |
| Excellent communication and interpersonal skills | • | |
| Experience of engaging with people from a wide range of backgrounds | • | |
| Proven ability to plan and prioritise a busy, diverse workload | • | |
| The ability to work well on own initiative and as part of a team | • | |
| Excellent literacy, numeracy and IT skills | • | |
| Experience of delivering training, workshops and events | | • |
| Experience of marketing and promotion | | • |
| A relevant qualification | | • |
| Knowledge | | |
| Knowledge of monitoring, evaluation and reporting | | • |
| Understanding of the community and voluntary sector | | • |
| Knowledge of energy, carbon reduction and/or fuel poverty issues | | • |
| Knowledge and awareness of behaviour change approaches | | • |
| Personal qualities | | |
| A positive, supportive and caring attitude | • | |
| Proactive and self-motivated | • | |
| Ability to motivate and encourage others | • | |
| Flexible and adaptable | • | |
| Ability to work well under pressure | • | |
| A willingness for continued learning and personal development | • | |
| Enthusiastic about engaging people to tackle the climate emergency | • | |
| Interest in social justice and helping people in hardship | • | |
| Interest in community development and engagement | • | |
| Additional requirements | | |
| Ability to travel throughout Fife to meet the requirements of the role | • | |