

Job Description – Energy Advisor (Outreach)



| | |
|-----------------------|--|
| 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 lead on a new element of our work – building capacity amongst groups and organisations across Fife to support households in fuel poverty. You will provide training to frontline workers, giving them the knowledge and skills to identify households in, or at risk of, fuel poverty, triage problems, give basic advice and refer for further support. You will also coordinate and deliver a programme of events, talks and workshops to raise the profile of the service and educate people on saving energy and lead a small team of volunteer Energy Champions to engage their local communities in energy, carbon reduction and climate change.

You will also support our core work by providing home energy advice at home visits, telephone appointments and advice surgeries in our building and at community events. Full training will be provided, including City & Guilds Energy Advice.

Specific Responsibilities

- To design and deliver a training programme for frontline workers across Fife
- To coordinate and deliver a calendar of 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 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 recruit, train and support a team of Energy Champion volunteers
- To carry out home visits, telephone appointments and advice surgeries, offering one-to-one advice, support and information to householders
- 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 | • | |
| Experience of planning and delivering training, workshops and events | • | |
| 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 | • | |
| Excellent literacy, numeracy and IT skills | • | |
| Experience of marketing and promotion | | • |
| Experience of working with and supporting volunteers | | • |
| 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 | • | |