Job Description

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| **Job Title** | Energy Advisor | **Salary** | £26,500 |
| **Department** | Programmes & Projects | Location | 7 ½ John Wood Street and any other Trust building |
| **Reporting To** | Chief Executive Officer | **Last Updated** | October 2024 |
| **Hours** | 35 hours per week – flexible as evening and weekend work may be required at times | **Duration** | This contract if fixed until October 2026 |

## Overall purpose of the post

Inverclyde Community Development Trust delivers targeted projects to support the most vulnerable across Inverclyde, supporting families and individuals experiencing challenging circumstances. Through this project, the Energy Advisor will deliver energy advice to our clients, individuals and families in vulnerable situations, who are referred to the programme by our local partners. The Advisor will ensure that the most vulnerable households across Inverclyde can access impartial energy advice, advocacy and support; aiming to empower those facing economic hardships, discrimination, health inequalities or long-term unemployment. The Advisor will ensure that support and guidance is available for these groups to navigate energy related challenges effectively, to reduce fuel poverty and fuel fear across Inverclyde.

**Main duties and responsibilities**

**1. Energy**

*Responsible for:*

* Provide advice and information to individuals (in person or via telephone) on energy saving methods, including energy grants and rebates, meter issues, switching providers
* Undertake negotiations with energy suppliers regarding debts and repayments
* Refer appropriate households to Home Energy Scotland to access national and local schemes for energy efficiency measures to make homes warmer. This will include homeowners and private tenants
* Deliver weekly drop-in sessions across the Trust’s Community Pantries, as well as partner venues and local Community Hubs
* Provide one-to-one appointments at suitable locations across local venues
* Deliver workshops focused on energy literacy and energy consumer rights
* Attend events to provide information and advice as appropriate

**2. Working relationships**

*Responsible for:*

* Work with volunteers within the Trust Pantries and Trust Befriending Projects to create Energy Champions, providing appropriate training and support
* Create connections with local partners, including Housing Associations and Community Link Workers
* Promote project via Trust social platforms, Inverclyde Now and the Local Authority’s Financial Inclusion Partnership and local partners

**3. Reporting**

*Responsible for:*

* Accurately input case records via Trust database systems for the purposes of monitoring and reviewing statistical information
* Provide Reports as required for Trust Board and Funder in line with funding requirements

**4. Other Duties**

*Responsible for:*

* Undertaking City & Guilds Level 3 training as a requirement of the post
* Occasional home visits may be required if deemed necessary
* Keep up to date with changes in Legislation and Policy relating to the role and service needs.
* To undertake any other relevant duties within the overall scope of this post as may be required by the line manager

**Person specification**

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|  | Requirements |
| Education / Training  | * Good standard of education (required accredited training for the role will be provided)
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| Knowledge / Technical Skills | * Knowledge of current local issues, concerns and priorities on impact of energy crisis
* Ability to work in partnership
* Experience of working within a community organisation setting
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| Experience | Proven experience of:* Skilled IT user
* Strong organisational and programme development skills in a relevant community focussed environment
* Relevant and practical experience in the charity sector or community-based organisation
* Experience of organising and managing events
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| Competencies | Possesses:* Excellent communication skills, with a good understanding of delivering general advice
* Good reporting skills, with the ability to plan and evaluate services and produce written reports
* Ability to engage positively with individuals
* Ability to work to deadlines
* Ability to work flexibly in response to changing priorities
* Excellent interpersonal skills, with the ability to engage effectively with individuals at all levels

Capable of:* Working unsupervised while maintaining expected performance levels
* Ability to work flexibly including evenings and occasional weekends as required
* Working as part of a team
* Ability to motivate others, engage and encourage participation
* Prioritising tasks and effectively managing own time
* Passionate and patient individual, keen to advocate on behalf of others
* Self-motivated with enthusiastic approach
* Confident individual, looking to develop self-learning and continuous improvement
* Recognise the implications of working within a charity and a voluntary organisation
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| Behaviours | **Tailors their approach*** Adapts their method of communication and message to suit a specific audience
* Uses their understanding of others to tailor and choose the approach that will have the greatest impact

**Supports the team*** Treats members of the team fairly and is open and honest
* Provides team members with the information they need to do their job
* Demonstrates enthusiasm and commitment, taking ownership and involving others in order to contribute to the Trust achieving its purpose

**Gathers information*** Demonstrates an ability to gather and use information efficiently by checking what is required to understand the situation
* Asks relevant questions of the people who are in the position to respond, such as people who are directly involved

**Sees multiple connections*** Defines the desired outcome by breaking the situation down into component parts
* Identifies trends and questions inconsistencies in information / data
* Anticipates obstacles, thinks ahead about next steps and contingencies
* Ensure anti-discriminatory practice and promote diversity
* Uses a range of methods to identify solutions and make decisions, involving others where appropriate
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| Additional requirements | * Ensure anti-discriminatory practice and promote diversity
* May be required to work additional hours during busy periods
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