

Job Description – Energy Adviser

About the role

- > **Job Title: Energy Adviser**
- > **Location: Glasgow North West CAB**
- > **Hours per week: Full-time, 32 hours per week (4-day working week). Flexible, hybrid working is standard.**
- > **Type of contract: 2 year contract until 31st March 2027.**
- > **Salary: £25,000 - £27,000 per annum.**
- > **Closing Date: Monday 7th April.**

About Glasgow North West CAB

Glasgow North West Citizens Advice Bureau (GNWCAB) is an independent charity founded in 1981. Each year we support over 5,000 people with over 18k pieces of advice, securing £3.5million for our community.

Our mission is to end poverty and inequality by ensuring that people from all backgrounds are empowered through access to advice and support that helps them affect positive change in their lives and the lives of those around them.

We are a dynamic and forward-thinking organisation. We recognise the value of our staff and this is reflected in our positive working environment. Staff benefit from family friendly policies, blended working and a commitment to personal development. It is a supportive and happy working environment that enables you to make a positive contribution to the lives of the clients we work with.

About the job

This is a new and exciting project which focuses on energy advice provision in the North West of Glasgow. We are looking to recruit an experienced adviser to deliver Energy Advice in our community via phone appointments, face to face appointments and home visits.

Our new project aims to support vulnerable energy consumers, within one of Scotland's most deprived areas, to tackle the on-going impact of surging energy bills, reduce fuel poverty and help to manage energy debt. Our project will raise awareness of energy efficiencies and empower vulnerable individuals, helping to reduce the impact of poverty. As part of the project, the advisers will receive training to achieve a City & Guilds qualification in Energy Advice.

For more details about the key responsibilities of the role and knowledge, skills and experience required, please refer to the job description and person specification. If you would like to have an informal conversation about the role we are happy to accommodate this.

Job description

We are looking for a client-focused individual with experience of providing comprehensive energy advice. In this role you will provide clients with home visits including energy home assessments as well as providing advice via telephony, email and digital channels ensuring clients they get the advice, information and support needed.

There will be strong emphasis on team working and the ability to work effectively and closely with other agencies and local organisations.

You will have strong oral and written communication skills. We are also looking for a proven ability to work effectively and well organised. Proficiency in using a range of IT tools to carry out your work, including case management systems, benefit calculators, online forms and Microsoft Office applications is essential.

Key Responsibilities

- > To conduct home visits to vulnerable clients to provide energy home assessments. This may involve providing clients with small measures such as LED lightbulbs and also advice and awareness improving household energy efficiencies.
- > To conduct in person, telephone, and home visit interviews, using sensitive listening and questioning skills to allow clients to explain their problem(s) and empower them to set their own priorities.
- > To provide energy efficiency advice to each client.
- > Help to switch suppliers or tariffs.
- > To support vulnerable clients to join the Priority Services Register.
- > To provide advice and support in relation to energy debt and billing issues.
- > Refer complex cases to Home Energy Scotland and CAS Extra Help Unit.
- > Refer clients to our in-house specialists such as Debt Adviser and Immigration Specialist.
- > To build positive relationships with a variety of stakeholders.
- > Support to access emergency funds.
- > Deliver Energy group sessions with vulnerable groups, community groups and local organisations.
- > To develop formal links with other support agencies that could provide support for clients to further better their circumstances.
- > To liaise where appropriate with bureau staff and other relevant agencies as appropriate.
- > To record, update and maintain information on a case management system for the purpose of continuity of casework, information retrieval, statistical monitoring, and report preparation.
- > To ensure that all work meets quality standards and the requirements of the funder.

- > To have a solid understanding and remain up to date with all relevant legislation and practice in relation to welfare benefits and debt.
- > To adhere to all GDPR requirements and CAB policies.
- > To provide regular reports on the functioning of the work as well as progress and learning achieved.
- > To work to Scottish National Standards for Information and Advice giving and Citizens Advice Scotland Quality Advice Framework.
- > To liaise, communicate with and be operationally responsible to the Business Development Manager.

The above job description is not exhaustive and is clarified to include broad duties inherent in the post as reasonable requested by the bureau manager.

Person specification

Knowledge, skills and experience

Essential

- > Demonstrable experience of delivering energy advice.
- > Understanding of holistic advice.
- > Ability to follow our Home Visit policies and procedures.
- > Understanding, maintaining and practising high standard of case recording requirements as according to the project specification, CAS quality assurance and Scottish National Standards.
- > Ability to use telephony and IT systems to deliver services across multiple channels (web chat, telephony and video) via Avaya, Zoom, TEAMS and other systems.
- > Experience of using a range of IT tools to carry out work, including case management systems, Microsoft Office, internet and email etc.
- > Ability to work without supervision and prioritise workload.
- > Experience of working with people with multiple and complex needs.
- > Experience of working with protected adults and ability to deal with issues sensitively.
- > Excellent oral and written communication skills, including the ability to communicate complex information in a clear and accessible manner.
- > Excellent organisational skills.
- > Ability to work across multiple teams and build effective stakeholder relationships quickly.
- > A commitment to the aims and principles of Citizens Advice Bureau.
- > Ability to operate as a team player and communicate effectively with colleagues and managers.

Employee benefits

Glasgow North West CAB offers excellent terms and conditions, including a 4 day working week, a total of 35 days leave and a pension scheme with a 6% employer contribution. Glasgow North West CAB is an inclusive employer considering flexible working arrangements where appropriate.

As part of the project, the advisers will receive training to achieve a City & Guilds qualification in Energy Advice.

Glasgow North West Citizens Advice Bureau is an equal opportunities employer.

How to apply

To apply, please complete [application form here](#) by the closing date.

Please get in touch with recruitment@gnwcab.org.uk if you have any questions about the role and/or would like to arrange an informal chat.

Please note that we will not accept CV applications and that this post is subject to a satisfactory PVG check.

Equality & diversity monitoring

To help us monitor equality and diversity statistics please complete our [Equality & Diversity form here](#).

About the employer

GNWCAB is committed to equal opportunities both in service provision and employment.

Glasgow North West CAB
Charity number: SC005641
Company ref: SC202642

Citizens Advice Bureau are independent and innovative advice organisation providing holistic advice and support to local people.