

Job Description – Energy Coordinator

About the role

- > **Job Title: Energy Coordinator**
- > **Location: Glasgow North West CAB**
- > **Hours per week: Part time, 16 hours per week, flexible, hybrid working is standard.**
- > **Type of contract: 2 year contract until 31st March 2027.**
- > **Salary: £24,000 (pro-rata).**
- > **Closing Date: Monday 7th April 2025.**

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 enthusiastic, organised and self-motivated Energy Coordinator to support our new project.

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.

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 an enthusiastic, organised and self-motivated individual to help coordinate our energy project from managing referrals to the reporting process. This is an exciting new role that provides the opportunity to directly manage client referrals working with the project advisers, management team and partner organisations. The role requires a proactive individual to source and secure project promotional opportunities and organise project specific energy events to engage with our community.

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, online forms and Microsoft Office applications is essential.

Key Responsibilities

- > To explore clients' circumstances, support needs and access channel preferences considering language barriers, accessibility needs, and issues around digital access and ability.
- > To effectively triage clients who are referred to the project and liaise with clients.
- > To complete client profiling information, identifying presenting and underlying issues. Where appropriate, refer clients to in house or external specialists.
- > To manage Energy Advisers appointments for telephone advice, face to face advice and home visits. This will involve ensuring the referral tracker is maintained and updated within appropriate timescales.
- > To liaise where appropriate with bureau staff and other relevant agencies as appropriate.
- > To remain up to date with all relevant legislation and practice in relation to welfare benefits, debt, immigration, housing.
- > To provide administrative support for the reporting requirements of the project.
- > To actively promote the project in the community and identify opportunities for group sessions and events.
- > Support the marketing of the project, if required.
- > 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 liaise where appropriate with bureau staff and other relevant agencies as appropriate

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

Person specification

Knowledge, skills and experience

Essential

- > Experience of working with various members of the public.
- > Excellent organisational skills
- > General understanding of energy advice.
- > Ability to work with various project stakeholders including Energy Advisers, management team, clients and project partners.
- > Ability to build and maintain relationships.
- > Ability to stay calm whilst under pressure or supporting distressed clients.
- > Ability to work calmly when dealing with competing priorities
- > Ability to work without supervision and prioritize workload
- > Experience of working with people with multiple and complex needs
- > Ability to operate as a team player and communicate effectively with colleagues and managers
- > Ability to use initiative and be proactive in sourcing opportunities to benefit the project and meet project objectives within specific timescales.
- > Experience of using a range of IT tools to carry out work, including Microsoft Excel, Microsoft Office, internet and email etc.

Employee benefits

Glasgow North West CAB offers excellent terms and conditions, including a 4-day working week for full time staff, a total of 35 days leave (pro rata for part time staff) and a pension scheme with a 6% employer contribution. Glasgow North West CAB is an inclusive employer considering flexible working arrangements where appropriate.

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.