



Energy Adviser and Champion



The role

Citizens Advice Cornwall is looking to recruit an Energy Adviser and Champion for 30 hours a week to provide advice and guidance to clients on how best to manage their energy, including energy saving initiatives, understanding the benefits of switching suppliers and how to do it. Some home visits may be required when it is safe to do so.

The successful candidate will be someone that can work with individuals but may also be comfortable holding information sessions for small groups.

- Various 7 – 37 hours per week
- Salary - £19,632 – £23,344
- 7month contract - September to March 2022 with potential to extend
- Your work base will be based at one of the main Citizens Advice Cornwall offices with requirements to travel to give advice, attend meetings or other offices. In the current circumstances (pandemic) some of the work can be home based



Role profile

Role Purpose

- To work with Supervisors and Advisers to identify clients who would benefit from support with energy related issues
- To provide one to one advice to consumers at risk of or in fuel poverty
- To support with understanding fuel options, tariffs and energy bills
- To provide advice to support relief from fuel poverty, such as identifying and claiming benefits and dealing with debt
- To support with energy saving measures including grant applications
- To work with other Advisers and projects to provide full advice support for clients where appropriate
- To promote the work of the Energy Advisers in Citizens Advice Cornwall

Professional Development

- Keep up to date with legislation, policies and procedures and undertake appropriate continuous professional development.
- Attend relevant internal and external meetings as agreed with the line manager.
- Ensure full compliance with Confidentiality and Lone Working policies, GDPR, and Safeguarding.
- Keep up to date with developments in training by reading relevant journals, going to meetings and attending relevant courses.

Administration

- To maintain accurate records and case notes in accordance with QAA standards and requirements of funders
- Provide accurate performance monitoring statistics and reports to meet any contract and funder deadlines
- Ensure that all work conforms to the service's systems and procedures.
- Represent the organisation as appropriate at Citizens Advice and other statutory, voluntary and commercial organisations, professional bodies and institutions.
- Oversee and monitor effective and efficient administrative systems.
- Maintain complaints procedures in accordance with Citizens Advice Guidelines and our complaints procedure
- Participate positively and pro-actively in supervision sessions, team meetings and organisational wide activities
- Ensure all GDPR and data protection requirements are adhered to in all work for which the post is responsible

General

- Keep up to date with and demonstrate a commitment to Citizens Advice aims, policies and procedures and ensure these are followed
- Keep up to date with charity policies, procedures and have an understanding and awareness of current client issues
- Ensure the work reflects and supports Citizens Advice service equality and diversity strategy
- Abide by health and safety guidelines and share responsibility for our own health and safety and that of the wider team
- Develop and maintain effective administration systems and records relevant to the role
- Monitor and evaluate activities appropriate to the role and contribute to the service planning process by providing regular reports and feedback on areas of responsibility
- Attend meetings as appropriate

- Complete the required training to comply with quality assurance processes
- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.



Key Relationships

- Reporting to Service Delivery Manager
- Internally with Project Leads and Supervisors
- Internally with other Energy Advisers and Project Workers
- External partnerships and funders



Person specification

Essential Criteria

- Current experience of advice work including issues involved in interviewing clients.
- Current energy qualifications or willingness to work towards.
- Experience of providing energy advice and dealing with fuel poverty
- Experience of working without supervision, managing own workload and achieving pre-agreed targets
- Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
- Good understanding of safeguarding principles and willingness to adhere to them.
- Good understanding of confidentiality and data protection principles.
- Ability to use and learn how to use new IT systems and packages, and electronic resources in the provision of advice, record keeping and document production.
- Ability to analyse and interpret complex information.
- Ability and willingness to work as part of a team and self-motivated.
- Ability to prioritise workload and meet deadlines.
- Excellent interpersonal, communication and presentation skills.
- Ability to create a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff are empowered and motivated to do their best.
- The ability to commit to and work within the aims, principles and policies of the Citizens Advice service and the vision of Citizens Advice Cornwall.

- Ability to travel and work across Cornwall, including undertaking home visits.
- Undertake additional training and development as necessary

Desirable Criteria

- An ability to help build a collaborative 'one-team' culture whereby staff and volunteers, as far as possible, contribute their skills, experience and time flexibly across our service to meet the needs of our clients and colleagues. Therefore, a flexible approach to working and planning would be desirable.
- In accordance with our local policy the successful candidate will be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.

Thanks for your interest in working at Citizens Advice Cornwall. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Cornwall
- The role profile and personal specification
- Terms and conditions
- What we give our staff

Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

3 things you should know about us

1. We're local and we're national. We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

How Citizens Advice Citizens Advice works

Citizens Advice Cornwall offers free, independent, confidential and impartial advice to everyone, covering areas such as benefits, debt, employment, housing, consumer issues and discrimination. We value diversity, promote equality and challenge discrimination.

We aim at all times to recruit the person who is most suited to the job and welcome applications from people of all backgrounds. We particularly welcome applications from disabled, Black, Asian or Minority Ethnic people, as they are currently under-represented in our workforce.

Whilst we rely on volunteers to take on a wide variety of roles, the day-to-day management and organisation is undertaken by a dedicated team.

The service aims to:

- Provide the advice people need for the problems they face
- Improve the policies and practices that affect people's lives

We have 9 offices located across Cornwall and also deliver our services through phone, webchat, email, text service and face to face via digital Help Hubs and in person.

We help around 9,500 people every year across a range of projects including our Core Generalist Advice Service, Money Advice Service, Help to Claim (Universal Credit), Macmillan, specialist casework in housing, employment and benefits and financial capability and energy projects.

We have around 80 members of staff and up to 120 volunteers providing the service and we work with a number of other voluntary sector and statutory bodies to provide seamless support to the most vulnerable in our community.

Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

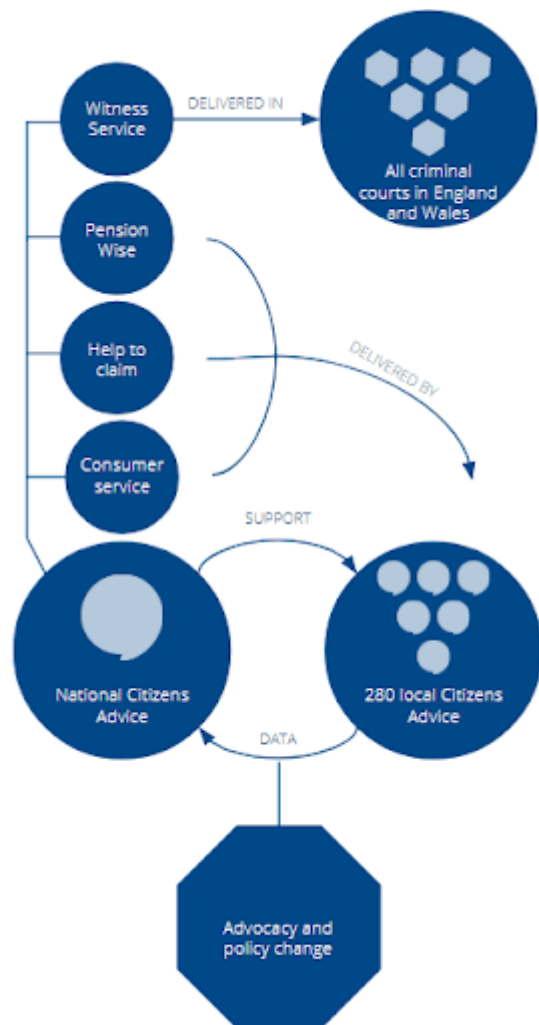
This role sits our network of independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.



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