



Post Available: Energy Engagement Worker

Summary

Job Title:	Energy Engagement Worker
Location:	Inverness Badenoch and Strathspey Citizens Advice Bureau
Responsible to:	Energy Advice Team Leader
Salary:	£22,640 to £24,481 (pro rata) dependent on experience
Type of Contract:	Permanent – up to 35 hours pw
Start Date:	Notice Dependent
Closing Date:	Monday 16th October 2023 – by Noon
Interview Date:	w/c 23rd October 2023

About the job

The post holder will work with the Energy Advice Team Leader to provide specialist and holistic advice on Energy issues. The post holder will need to be organised and work efficiently, providing an excellent service to clients and maintaining quality of advice standards. The post holder will need to be comfortable delivering advice and dealing with clients both by phone and in person.

On occasion the post will be required to represent the bureau in stakeholder engagement in relation to energy advice and associated issues. There may also be opportunities for home visits or attendance at local outreaches, if required to meet the objectives of the projects.

As full training will be provided, this post would suit someone looking for a move into energy advice or would suit a more experienced worker with existing advice experience in energy.

Job description

Key responsibilities

- To provide specialist and holistic advice on energy issues to clients by phone, email or in person.
 - To work with the Energy Advice Team Leader to ensure best practice in energy advice and to provide a supportive and collaborative service to volunteers and other bureau staff.
 - To ensure compliance with Citizens Advice Scotland Quality of Advice Standards as well as any funder specific guidance.
 - To carry an active energy advice caseload and to work effectively and efficiently in order to provide an excellent service to clients while meeting funder objectives.
 - To assist the Energy Advice Team Leader to produce project reports as required.
- The above job description is not exhaustive and is clarified and intended to include broad duties inherent of the post.

Person specification

Knowledge, skills and experience

Essential

- An interest in energy advice work within the charity advice sector
- A good standard of IT literacy (MS Office and other relevant software) and good people skills (in person and by telephone)
- Experience of successfully working on own initiative and managing own workload.
- Ability to identify and action own training needs and to work effectively to enhance continual professional development including keeping up to date with any relevant legislation; procedures; guidance; directives and advice topics.
- An understanding of current concerns around household costs, costs of living issues and fuel poverty.

Desirable

- Knowledge of the aims and principles of the CAB service.
- Completion of the CAB Adviser Training Programme.

How to Apply

Application deadline: Monday 16th October 2023 – by Noon
Interview date: w/c 23rd October 2023

An Application Pack should be downloaded directly from a link on the advertising site.

Please email applications to: admin@invernesscab.org

For further information, please contact:

Business Support Administrator, Inverness Badenoch & Strathspey CAB, 29-31 Union Street, Inverness IV1 1QA