**ENERGY ADVISER POST **

**Role**

Citizens Advice Musselburgh have secured 2 years funding to provide a specialist and holistic advice service on Energy issues. We will deliver holistic advice and practical support to people most at risk of fuel poverty to make savings on energy bills and improve finances to make their homes warm and healthy.

This is an exciting opportunity to make a real difference to people whose health may be at risk due to cold homes and low incomes. The Energy Adviser will deliver energy, benefit and financial capability advice to individuals by phone and within client’s own homes throughout East Lothian to help them be more financially confident and secure, access energy saving measures and increase their incomes.

The suitable candidate will be required to undertake a level 3 in Energy Awareness training and the Citizens Advice adviser learning programme, unless already achieved.

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 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

* Report to Deputy Chief Officer within Musselburgh CAB
* To provide specialist and holistic advice on energy issues to clients by phone, email or in person, identify risks, home improvements and further support
* 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.
* 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.
* In depth understanding of delivering a customer focused service to vulnerable people with a good ability to empathise
* Full clean driving licence, full use of a vehicle with business insurance
* Good communication skills (written and oral)
* Ability to work using own initiative without direct supervision and pays attention to detail
* Good time management skills
* Good analytical and adaptable skills
* Track record of successful planning, decision making and problem solving
* Energetic, motivated and determined
* Methodical and organised with the ability to multi-task
* Proficient when using IT systems across a range of devices and MS Office
* Clear PVG or Disclosure Scotland certificate from Disclosure Scotland

Desirable

* Knowledge of the aims and principles of the CAB service.
* Completion of the CAB Adviser Training Programme.
* Proven qualification in energy efficiency or Domestic Energy Assessor or similar