

Energy Adviser

Job Description and Person Specification

Job Title:	Fuel Poverty Energy Adviser
Salary:	£25,0000
Location:	County Durham – Countywide/Remote Hybrid
Role purpose:	<p>The purposes of the role are:</p> <p>To help local people who are at risk of or experiencing fuel poverty to a better future by the provision of free, independent, confidential and impartial advice over the phone, on a range of energy and fuel poverty related issues.</p> <p>To maximise clients' income through the accurate identification of welfare benefit entitlements and to help people to make appropriate and timely benefit claims;</p> <p>To support and give relevant advice/information to clients regarding how they can challenge benefit related decisions.</p> <p>To deliver advice and assistance to clients when applying for crisis relief measures such as fuel and food vouchers and energy grants;</p> <p>To help clients access energy debt advice and support with supplier issues</p>
	Key Duties
	<ul style="list-style-type: none"> • Receive incoming calls and referrals from a range of external agencies and internal routes including AICD portal and internal task list and log and work these cases in a timely and appropriate way
	<ul style="list-style-type: none"> • Engage with and contact potential clients ensuring consent and GDPR protocols are adhered to
	<ul style="list-style-type: none"> • Using Citizens Advice agreed ways of working, interview clients using sensitive listening and questioning skills to allow clients to explain their problem(s) and empower them to set their own priorities that may include grant applications, contacting their supplier or referring to debt advice
	<ul style="list-style-type: none"> • Research and explore options and implications so that clients can make informed decisions. (This can be using relevant websites/information sources)

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	<ul style="list-style-type: none"> Undertake Benefit Entitlement Assessments to find out if clients are claiming all entitlements, support clients to make accurate and timely applications for relevant benefits as necessary
	<ul style="list-style-type: none"> Maintain detailed and accurate case records that meet Quality standards for Citizens Advice that can be used for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation
	<ul style="list-style-type: none"> Assist with research and campaigns work by alerting clients to our dual aim and by providing information about clients' circumstances through the appropriate channel
	<ul style="list-style-type: none"> Keep up to date with legislation, policies and procedures and best practice and undertake appropriate training relevant to the role
	<ul style="list-style-type: none"> Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate.
	<ul style="list-style-type: none"> Undertake mandatory training appropriate to the role when requested
	<ul style="list-style-type: none"> Provide mutual support and encouragement to colleagues in the Energy Team and across CACD
	<ul style="list-style-type: none"> Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service

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<i>Please answer all points of this within your application form to be considered for this role.</i>		
	Essential	Desirable
Qualifications	CA Energy Modules on Skillbook to be completed as a priority. This is internal to CA and will be given on induction.	<ul style="list-style-type: none"> • Citizens Advice Generalist Certificate or working towards and/or 2 years relevant experience in the advice and guidance or Energy industries • High quality customer service experience and skills
Experience	<ul style="list-style-type: none"> • A proven track record of providing Advice, support or guidance to clients/customers through multiple channels (especially over the phone) • Self-motivated with a passion for helping people to a better future • Proven ability to hit organisational and/or personal goals and targets. • A working knowledge of the current welfare benefits system and the Energy sector in the UK 	
Skills	<ul style="list-style-type: none"> • Proven ability to establish and maintain a working rapport with clients or customers over the phone • Effective written and oral communication skills, with an emphasis on effective negotiating and problem-solving skills • Proficient technical IT skills including Outlook, Word, Excel and customer data recording systems • A proven track record of researching, analysing and interpreting complex information and presenting this to clients/customers in a way they can readily understand, both verbally and in writing. 	

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	<ul style="list-style-type: none">• Ability to commit to and work with the aims, principles and policies of the Citizens Advice service	
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