

JOB DESCRIPTION

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| JOB TITLE | Energy Adviser |
| REPORTS TO | Community Development Officer |
| LOCATION | Home based, utilising the CAN office as required and travelling across Northumberland |
| SALARY | £19,312 pro rata (SCP 5) |
| PENSION | Employer contribution of 6% |
| ANNUAL LEAVE | Based on 25 days per annum pro rata for hours worked |
| TERM | Two-year fixed term contract |
| WORKING HOURS | 3 days a week (22.5 hours) |
| ACCOUNTABILITY | To the Board of CAN, usually via the Community Development Officer and Chief Executive |
| JOB PURPOSE | |
| <p>Delivery of advice and support to households, individuals and groups in rural Northumberland through the 'Remote Northumberland Energy Advice' project.</p> <p>Work with Community Energy Agents and Warm Hub volunteers to maximise the reach of the project.</p> <p>Achieve financial and carbon reductions for households in rural Northumberland and help make homes warmer and more fuel efficient.</p> | |
| MAIN RESPONSIBILITIES | |
| <ol style="list-style-type: none"> 1. Provide telephone, online and face-to-face energy advice to a wide range of householders across Northumberland, focusing on those off the electricity grid, off the gas grid and other vulnerable rural households. 2. Carry out home energy audits and fit basic energy efficiency measures. 3. Attend Warm Hubs, providing advice and support to attendees. 4. Deliver presentations as part of energy roadshows and other events. 5. Work with CAN's energy team, volunteer Community Energy Agents and others to deliver support as widely as possible. 6. Attend team meetings and provide regular reports to the line-manager. 7. Maintain accurate records of all activities, entering all beneficiary details and reports to monitoring systems. 8. Work flexibly – this may include evenings and weekends. 9. Develop and maintain strong, effective relationships with Warm Hubs, other key organisations and groups. | |

| QUALIFICATIONS | |
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| Essential – Minimum City and Guilds level 2 Energy related qualification is required for the role. However, this training will be provided to successful applicants if needed. | |
| KNOWLEDGE, SKILLS AND EXPERIENCE | |
| Essential | |
| Excellent communication skills in particular verbal communication in person, on the telephone and via online mechanisms. | |
| Ability to communicate effectively with vulnerable customers. | |
| Ability to record data accurately while speaking to a customer. | |
| Experience working in a relevant field (e.g. energy or other advice to households). | |
| Flexible approach to working, including possible evenings and weekends. | |
| Experience or ability for lone working in remote areas. | |
| Excellent stakeholder engagement skills. | |
| Ability to form and maintain appropriate professional relationships with a wide range of organisations and individuals. | |
| Demonstrable experience of effective delivery of advice and support. | |
| Ability to manage own priorities, time and workload to agreed deadlines, budget and quality standards. | |
| Ability to write concise reports, case studies and newsletter articles. | |
| Strong participatory skills. | |
| Self-motivated and able to work under own initiative. | |
| Diplomatic, articulate and enthusiastic. | |
| Good general IT skills (Microsoft Word, Excel, using databases). Excellent online skills including the ability to use Zoom and other teleconferencing packages. | |
| Desirable | |
| A working knowledge of energy efficiency, fuel poverty and alternative energy sources (training will be provided). | |
| Experience of delivering advice by phone, email as well as face to face. | |
| Experience of working with diverse communities of place, interest and character. | |
| OTHER | |
| Driving Licence | Access to a car for business travel is essential. |
| Travel | The willingness and ability to travel across Northumberland is essential. |
| Flexible Working | The willingness and ability to work flexibly, including evening and weekend meetings is essential. |