**East Ayrshire Citizens Advice Bureau**

**Job Description – Energy Adviser**

**About the role**

**> Job Title: Energy Adviser**

**> Location: East Ayrshire Citizens Advice Bureau, Kilmarnock or Cumnock**

**> Hours per week: Full-time, 35 hours per week**

**> Type of contract: Temporary for one year, with extension subject to funding**

**> Salary: £25,000 - £27,000 per annum.**

**> Closing Date: Sunday 13 July 2025**

# About the job

This is a new and exciting project which focuses on energy advice provision in East Ayrshire. We are looking to recruit an experienced adviser to deliver Energy Advice in our community via phone appointments, face to face appointments and home visits.

Our new project aims to support vulnerable energy consumers, within one of Scotland’s most deprived areas, to tackle the on-going impact of surging energy bills, reduce fuel poverty and help to manage energy debt. Our project will raise awareness of energy efficiencies and empower vulnerable individuals, helping to reduce the impact of poverty.

For more details about the key responsibilities of the role and knowledge, skills and experience required, please refer to the job description and person specification. If you would like to have an informal conversation about the role we are happy to accommodate this.

**Job description**

We are looking for a client-focused individual with experience of providing comprehensive energy advice. In this role you will provide clients with advice via telephone, email and digital channels ensuring clients they get the advice, information and support needed.

There will be strong emphasis on team working and the ability to work effectively and closely with other agencies and local organisations.

You will have strong oral and written communication skills. We are also looking for a proven ability to work effectively and well organised. Proficiency in using a range of IT tools to carry out your work, including case management systems, benefit calculators, online forms and Microsoft Office applications is essential.

# Key Responsibilities

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| > | To provide energy home assessments. This may involve providing clients with small measures such as LED lightbulbs and also advice and awareness improving household energy efficiencies.  |
| > | To conduct in person, telephone, and home visit interviews, using sensitive listening and questioning skills to allow clients to explain their problem(s) and empower them to set their own priorities.  |
| > | To provide energy efficiency advice to each client.  |
| > | Help to switch suppliers or tariffs.  |
| > | To support vulnerable clients to join the Priority Services Register.  |
| > | To provide advice and support in relation to energy debt and billing issues.  |
| > | Refer complex cases to Home Energy Scotland and CAS Extra Help Unit.  |
| > | Refer clients to our in-house specialists.  |
| > | To build positive relationships with a variety of stakeholders.  |
| > | Support to access emergency funds.  |
| > | Deliver Energy group sessions with vulnerable groups, community groups and local organisations.  |
| > | To develop formal links with other support agencies that could provide support for clients to further better their circumstances.  |
| > | To liaise where appropriate with bureau staff and other relevant agencies as appropriate.  |
| > | To record, update and maintain information on a case management system for the purpose of continuity of casework, information retrieval, statistical monitoring, and report preparation.  |
| > | To ensure that all work meets quality standards and the requirements of the funder.  |
| > | To have a solid understanding and remain up to date with all relevant legislation and practice in relation to welfare benefits and debt.  |
| > | To adhere to all GDPR requirements and CAB policies.  |
| > | To provide regular reports on the functioning of the work as well as progress and learning achieved.  |
| > | To work to Scottish National Standards for Information and Advice giving and Citizens Advice Scotland Quality Advice Framework.  |
| > | To liaise, communicate with and be operationally responsible to the Operations Manager. |

The above job description is not exhaustive and is clarified to include broad duties inherent in the post as reasonable requested by the bureau manager.

# Person specification

**Knowledge, skills and experience**

## Essential

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| > | Demonstrable experience of delivering energy advice.  |
| > | Understanding of hoilistic advice.  |
| > | Ability to follow our policies and procedures.  |
| > | Understanding, maintaining and practising high standard of case recording requirements as according to the project specification, CAS quality assurance and Scottish National Standards.  |
| > | Ability to use telephony and IT systems to deliver services across multiple channels (web chat, telephony and video) via Avaya, Zoom, TEAMS and other systems.  |
| > | Experience of using a range of IT tools to carry out work, including case management systems, Microsoft Office, internet and email etc.  |
| > | Ability to work without supervision and prioritise workload.  |
| > | Experience of working with people with multiple and complex needs.  |
| > | Experience of working with protected adults and ability to deal with issues sensitively.  |
| > | Excellent oral and written communication skills, including the ability to communicate complex information in a clear and accessible manner.  |
| > | Excellent organisational skills.  |
| > | Ability to work across multiple teams and build effective stakeholder relationships quickly.  |
| > | A commitment to the aims and principles of Citizens Advice Bureau.  |
| > | Ability to operate as a team player and communicate effectively with colleagues and managers.  |