

**Energy Project Adviser**

(Trainee role considered for the right candidate)

Job pack

Thanks for your interest in working at Citizens Advice Swindon. This job pack should give you everything you need to know to apply for this role and what it means to work for the Citizens Advice service.

In this pack you’ll find:

* How Citizens Advice Swindon works
* The role profile and personal specification
* Terms and conditions
* What we give our staff

**Want to chat about this role?**

If you want to chat about the role further, you can contact Claire Salvage by emailing [claire.salvage@caswindon.org.uk](mailto:claire.salvage@caswindon.org.uk)

**Closing date for applications: 18th August 5pm**

**Interview dates: 25th August 2023**

As a member of the Citizens Advice service, Citizens Advice Swindon (CAS) provides free, confidential, independent and impartial advice and information to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.

**Our values**

**We’re inventive** - We’re not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren’t working.

**We’re generous** - We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

**We’re responsible** - We do what we say we’ll do and keep our promises. We remember that we work for a charity and use our resources effectively.

**3 things you should know about us**

**We’re local**

We have offices in Swindon and deliver outreach sessions for clients across the borough. Last year, we supported over 8,500 clients with more than 27,000 issues, including Welfare Benefits, Money Advice, Energy, Housing and Immigration.

**We’re here for everyone**

Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won’t turn people away.

**We’re listened to - and we make a difference**

Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

No one else sees so many people with so many different kinds of problems, and that gives us a unique insight into the challenges people are facing today.

**What’s it like at Citizens Advice Swindon?**

We operate a multi-channel service offering advice over the phone, by email and face to face. Based in Sanford House in Swindon; a voluntary sector hub that includes Livewell Swindon, Swindon Mind, Swindon Carers Centre, Healthwatch Swindon, Swindon Advocacy Movement and Wiltshire Law Centre and more.

Our current staff team is made up of 28 paid staff and 50 volunteers.

We work in a blended way with a mix of home and office working depending on the requirements of the role. We care about our employees' mental wellbeing and want to ensure everyone can achieve a healthy, happy work-life balance. We are committed to developing our staff and we work with our staff to support them with their personal and career development.

We have a commitment to a culture of learning and working together to problem solve and share learning experiences.

We value diversity, promote equality and challenge discrimination wherever we find it, and through our research and campaign work, we speak up on the issues that affect people’s lives.

You will be joining a dedicated, and talented team of people who are deeply passionate helping individuals and communities, and delivering services which improve people’s lives.

# https://lh6.googleusercontent.com/LKs8W5LaZwSM5zk-VxcivsntzPK6ie-i5rdn_jLKqk8v69AZuwHbFS2MbdhqAk9luuW4_oPJE9HqkWXsxvCzh91_gOGmbf7wOmRnx4jtIwDvlqxWN7onNOhl7WM_DiSFXin309Aq  The Role

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| **Role** | Energy Project Adviser (Trainee considered) |
| **Salary** | £24,032 - £28,037 (depending on experience)  Trainee salary £22,517 |
| **Hours** | 37 hours per week (may be occasionally required to attend events outside of normal office hours but time off in lieu arrangements in place) |
| **Location** | This is a flexible hybrid role, you can choose to work from the office full time or split your time between home/office. Attendance in the office is required for a minimum of 2 days per week. |
| **Reporting to** | Advice Service Manager |

This role is funded by the British Gas Energy Trust SCARP 2 Programme. The postholder will work proactively with clients to find practical ways to tackle fuel insecurity by:

* Providing advice and assistance on maximising incomes
* Assessing people’s levels of debt and providing initial emergency debt advice where required
* Improving the energy efficiency of homes
* Learn from people with lived experience in the delivery of this and future projects.

**Responsible to**: Advice Service Manager

  **Role profile**

**Advice & Casework**

* Interview & support clients using sensitive listening and questioning skills in order to allow clients to explain their problem(s) and empower them to set their own priorities
* Identification of emergency advice issues, and advice on how to move forward with those issues
* Provide benefits and income maximisation advice to clients, to include applications for one off charitable payments and grants
* Assist clients in applying for relevant benefits where necessary
* Provide initial debt advice to clients and identify possible solutions
* Work with clients to prepare a workable budget to include the provision of advice on how to reduce costs where possible
* Deliver energy related information and advice to clients across a range of channels as required to meet project objectives
* To investigate fuel debt assisting clients to access grants to clear fuel debts and assist clients in contacting their energy suppliers
* To raise awareness of the priority services register and promoting the Warm Home Discount Scheme
* Manage your caseload with minimal supervision to meet all deadlines and targets
* Deliver advice and information through face-to-face appointments, telephone and email
* Act for the client where necessary using appropriate communication skills and channels

**Research and Campaigns**

* Contribute to Research & Campaigns work by providing information about client circumstances and provide input on specific issues when requested by the LCA or National Citizens Advice.

**Administration**

* Take ownership for monitoring all elements of own workload e.g. proactive management of referrals, progress on current cases, outcome of completed cases and quality control, with minimal supervision
* Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation
* Maintain statistical information and contribute to reports for BGET

**General**

* Carry out any other tasks that may be within the scope of the post to ensure the effective delivery of the service.
* Demonstrate commitment to the aims and policies of the Citizens Advice service, including equal opportunities policies.
* Keep up to date with policies and procedures relevant to advice and casework.
* Maintain close liaison with relevant external agencies.
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

The above job description is not exhaustive and does not form part of the terms and conditions of employment.

  **Person specification**

1. Experience of delivering Income Maximisation/and or budgeting advice in a Social Welfare context
2. Demonstrate a ‘can do’ attitude with the ability to adapt to changing situations
3. Ability to work to and meet set targets and manage your time accordingly
4. Ability to use sensitive listening and questioning skills to get to the root of the issues and empower clients
5. Ability to progress a client’s situation and demonstrate problem solving skills.
6. Excellent organisational skills and the ability to prioritise tasks and work to deadlines using own initiative
7. The ability to communicate effectively, both orally and in writing with a range of people and organisations
8. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively
9. Ability to monitor and maintain standards for advice provision and quality assurance
10. Competent use of IT and digital skills, with the ability to work independently using a range of applications
11. Ability and willingness to work as part of a team
12. Ability to commit to and work with the aims, principles and policies of the Citizens Advice service An ability to demonstrate a high level of commitment to training, identify own training needs and participate in continued personal development opportunities

Desirable

1. Experience of delivering Energy advice or a willingness to undertake NVQ level 3 training
2. Experience of delivering Debt advice in a Social Welfare context

In accordance with Citizens Advice national policy, the successful candidate may be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.

**  What we give our staff**

* 25 days paid holiday per year plus Bank Holidays pro rata, and a discretionary 3 additional days between Christmas and New Year
* 5% employers contribution to workplace pension scheme with 3% employees contribution
* A commitment to Continued Professional Development and payment of membership fees to professional bodies where this will enhance your work
* Access to Citizens Advice national training programme
* Opportunity to work as part of a national network of Citizens Advice offices
* Employee Assistance Programme including 24hr helpline support and legal advice
* Mental Health and Wellbeing Support from Togetherall
* Perks and savings via our partnership with Lifeworks these include savings on cinema tickets, giftcards and cashback on some purchases