

## Energy Support Adviser



### Objectives of Post:

To support clients with energy advice and a supported, holistic pathway towards achieving more affordable warmth. To act as a bridge for accessing support mechanisms and to break down barriers to greater energy efficiency for marginalised households.

### You are:

- A friendly, welcoming and empathetic individual able to self-manage your workload but also work within the wider team by sharing and delegating tasks and problems.
- Able to learn new things quickly and can clearly, patiently and sensitively describe complex and sometimes technical concepts to clients who may be experiencing distress or other difficulties.
- You are passionate about putting people first and leaving no-one behind.
- Experienced in administration, competent in using Microsoft packages and databases or spreadsheets.

### Reporting to:

- THAW Board
- Senior management team

### Responsibilities

- Client contact and relationship building – providing empathetic and trustworthy frontline support from THAW Orkney
- Assessment of client needs, financial burdens and technical issues related to property energy efficiency and energy use
- Provision of bespoke (energy) advice, signposting, referrals and/or holistic support (including advocacy) where applicable.
- Management of caseload, particularly external grant applications and support payments
- Planning logistics for home visits and provision of remote/face-face support
- Creation and maintenance of effective case notes, monitoring and action plans on Advice Pro and other client databases or spreadsheets on Office 365
- Weekly duty rotation to provide front-of-house administration including new client reception, new case onboarding, triaging, and supporting case delegation
- Liaison and relationship building with other referral and support organisations
- Compliance with all relevant legislation but in particular Child and Vulnerable Adult protection, GDPR and Health and Safety requirements

### Key Tasks:

- To undertake case triaging and fuel poverty assessment of clients by various communication means, including by voice call, video call or by email

- To undertake, where needed, more detailed assessment of energy use, property efficiency and income needs, including the use of methods to assess energy use, such as energy monitoring and information from meters, heating/hot water systems and energy bills
- Co-development of personal, financial and/or energy related actions to support improved warmth and wellbeing for each case
- Support for clients in vulnerable or marginalised situations, including support in emotionally, socially, and physically difficult circumstances
- Accounting for potential biases and power imbalances in relationships with clients
- Active engagement and working with colleagues in partner services/organisations, particularly Orkney CAB and Orkney Foodbank to improve service and chase progress
- Liaising and collaborating with other team members and Senior Team Lead regarding casework processes, including effective time management, prioritisation and problem solving across the team
- Create and maintain client records, action plans and voucher spreadsheets on Advice Pro, Office 365 and other relevant digital platforms

#### **Other duties:**

- Keep up to date with current energy efficiency/carbon reduction measures and funding sources
- Attend staff team meetings and training events as required
- Attend meetings / events as required to promote the service and run energy advice drop in sessions in remote areas
- Undertake presentations and training events for organisations
- Contribute towards the development and production of promotional materials
- To report against funding and THAW KPIs within Advice Pro, including case analysis and studies where required
- To assist the senior management team lead to prepare funders' reports, project/bid development and innovation activities, as required
- Other duties consistent with the post as may be required by senior staff

#### **Specific Conditions of Post:**

- Ability to regularly travel throughout Orkney with own transport or driving licence
- Undertake job-related training including out-with Orkney as necessary
- Out of hours working as required for appointments but with close attention to lone working requirements
- Compliance with THAW's policies and procedures
- Hold or undertake Energy Awareness Certificate through City & Guilds
- PVG clearance

#### **Remuneration**

- See contract

## **Working Conditions**

### Full Time (Part Time)

- Hours of Work: 35 hours per week (as contracted), Monday - Friday, 9.00am – 5.00pm (with 1 hour's lunch break)
- Annual Leave: 35 days per year (Pro rata)
- Base of Work: THAW office, Kirkwall (with flexible remote working available)
- Time off in Lieu: No overtime payments are available with this post;  
A Time off in Lieu (TOIL) system operates
- Travel and Subsistence allowances are paid in accordance with THAW policy

## Person Specification: Development and Support Officer

Please explain how you meet the following criteria in your job application:		
	Essential	Desirable
<b>Qualifications / Experience</b>		
An ability and willingness to travel throughout Orkney <i>(eg. A full valid driving licence and personal transport / evidence to demonstrate the ability to fulfil the mobility requirements of the post)</i>	✓	
High level of numeracy and literacy	✓	
Successful experience of working in a client focused organisation	✓	
Successful experience of liaising at all levels, both with clients and senior organisational staff	✓	
Experienced in fuel poverty issues in relation to client support and casework		✓
City and Guilds Level 3 in Energy Awareness		✓
<b>Well Developed Skills in</b>		
Organisational and administrative practices	✓	
Networking and negotiation	✓	
Verbal and written communication	✓	
Professional customer engagement		✓
Working with vulnerable individuals / communities	✓	
The Microsoft Office software package (ie word, excel and email)	✓	
Being a collaborative team member	✓	
Establishing new initiatives		✓

<b>Knowledge of</b>		
Office working environments and systems	✓	
Debt / low income / fuel poverty and affordable warmth issues		✓
Project development		✓
Working in remote and rural communities		✓
<b>Personal attributes</b>		
A self-starter, enthusiastic and positive	✓	
High personal standards	✓	
Empathetic nature	✓	
High standard of client centred service provision and the ability to communicate complex options easily	✓	
Problem solving attitude	✓	