



## Energy Support Officer

Full-time/Part-time temporary to 31<sup>st</sup> March 24

### Objectives of Post:

To support energy support advisors (ESAs) to provide clients with a holistic pathway towards achieving more affordable warmth, by carrying out related administrative tasks.

### You are:

- An experienced administrator, competent in using Microsoft packages and databases
- A friendly, welcoming and empathetic individual able to communicate easily with clients and to source information requested by ESAs.
- Good at fitting into existing teams.
- Able to self-manage your workload but also able to work within the wider team to resolve conflicting priorities.
- Able to learn new things quickly.

### Reporting to:

- Team leader
- Individual ESAs as required

### Responsibilities:

- Information gathering and maintenance of records
- Managing flow of emails and phone calls – referring on to wider team members as appropriate
- Processing of energy vouchers as advised by ESA
- Client contact – providing empathetic liaison on behalf of THAW Orkneys energy advisors
- Support with client caseloads, particularly external grant monitoring reports
- Creation and maintenance of effective case notes, including updates on monitoring and action plans on Advice Pro and other client databases or spreadsheets on Office 365
- Compliance with all relevant legislation but in particular Child and Vulnerable Adult protection, GDPR and Health and Safety requirements

### Key Tasks:

- Create and maintain client records, action plans and voucher spreadsheets on Advice Pro, Office 365 and other relevant digital platforms
- Active engagement and working with colleagues in partner services/organisations, particularly Orkney CAB and Orkney Foodbank, to facilitate client work
- 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
- Liaison with energy suppliers and administration of energy vouchers as appropriate

**Other duties:**

- Attend staff team meetings and training events as required
- To report against funding and THAW KPIs within Advice Pro, including case analysis and studies where required
- Other duties consistent with the post as may be required by senior staff

**Specific Conditions of Post:**

- Compliance with THAW's policies and procedures

**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) or as agreed
- Annual Leave: 30 days per year (Pro rata)
- Base of Work: THAW office, Kirkwall
- 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: Energy Support Officer

Please explain how you meet the following criteria in your job application:		
	Essential	Desirable
<b>Qualifications / Experience</b>		
Office Working Environments and systems	<input checked="" type="checkbox"/>	
High level of numeracy and literacy	<input checked="" type="checkbox"/>	
Successful experience of working in a client focused organisation	<input checked="" type="checkbox"/>	
Successful experience of liaising at all levels, both with clients and senior organisational staff		<input checked="" type="checkbox"/>
<b>Well Developed Skills in</b>		
Organisational and administrative practices	<input checked="" type="checkbox"/>	
Verbal and written communication	<input checked="" type="checkbox"/>	
Professional customer engagement	<input checked="" type="checkbox"/>	
Working with vulnerable individuals / communities		<input checked="" type="checkbox"/>
The Microsoft Office software package (ie word, excel and email)	<input checked="" type="checkbox"/>	
Being a collaborative team member	<input checked="" type="checkbox"/>	
<b>Knowledge of</b>		
Debt / low income / fuel poverty and affordable warmth issues		<input checked="" type="checkbox"/>
Project development		<input checked="" type="checkbox"/>
Working in remote and rural communities		<input checked="" type="checkbox"/>
<b>Personal attributes</b>		
A self-starter, enthusiastic and positive	<input checked="" type="checkbox"/>	
High personal standards	<input checked="" type="checkbox"/>	
Empathetic nature	<input checked="" type="checkbox"/>	
High standard of client centred service provision		<input checked="" type="checkbox"/>
Problem solving attitude	<input checked="" type="checkbox"/>	