

Energy Support Officer



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:

- Experienced in administration, competent in using Microsoft packages and databases or spreadsheets.
- A friendly, welcoming and empathetic individual able to communicate easily with clients to source information requested by ESAs and Business Support Officer.
- 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:

- ESA Team leader
- Business Support Officer
- 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 the Business Support Officer, 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: 35 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
Qualifications / Experience		
Office Working Environments and systems	☒	
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		☒
Well Developed Skills in		
Organisational and administrative practices	☒	
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	☒	
Knowledge of		
Debt / low income / fuel poverty and affordable warmth issues		☒
Project development		☒
Working in remote and rural communities		☒
Personal attributes		
A self-starter, enthusiastic and positive	☒	
High personal standards	☒	
Empathetic nature	☒	
High standard of client centred service provision		☒
Problem solving attitude	☒	