



Community Energy Adviser

Job pack

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

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of the Citizens Advice service
- Overview of the Community Energy Adviser role
- Role Profile and Person Specification
- Our approach to Equity, Diversity & Inclusion (EDI)
- Further information and how to apply

Our values

Values to help us achieve our cultural ambition: an inclusive, purpose driven workplace that listens, works together, is open and honest, accessible and helps everyone be the best they can be.

Purpose driven we always focus on the people who need our help.

People focused we recognise, value and reward contributions and talents in an open, fair, and meaningful way.

Collaborative we build relationships across teams and locations to foster innovation and inclusive ways of working.

Transparent we are open and honest, sharing information early and often whenever we can.

3 things you should know about us

1. We're local and we're national. Citizens Advice have 4 national offices and offer direct support to people across England, Wales and the Channel Islands in 236 independent local Citizens Advice services, including within the New Forest.

2. 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.

3. 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.

Overview of the Citizens Advice service

The Citizens Advice service comprises a network of 236 independent local Citizens Advice charities across England, Wales and the Channel Islands, and the national charity. The role of the national charity is to enable local Citizens Advice to deliver their services and jointly deliver other services at a national level, including the website.

Citizens Advice provide support from:

- 511 local Citizens Advice offices in communities across England and Wales
- Over 1,166 outreaches in local communities, such as GPs' surgeries, hospitals, libraries, prisons and community centres
- The Witness Service, available in 234 criminal courts across England and Wales

Across the whole of Citizens Advice, the service is delivered by around:

- 10,000 local staff
- 19,500 volunteers

We help millions of people every year with free, independent and expert advice across the broadest range of areas – from money and debt to benefits, housing, energy, work and so much more.

Overview of the Community Energy Adviser role

The Rural Energy Connect project will deliver free, independent and impartial energy advice to vulnerable households across Mid-Hampshire. The Community Energy Adviser will work with clients in their local area that are experiencing fuel poverty, energy affordability issues, debt, disconnection risk or difficulties managing their energy costs. The role will combine community outreach, one-to-one advice, home visits and casework support.

Working in trusted community settings such as food banks, warm hubs and community venues, the Community Energy Adviser will help people understand and manage their energy situation, access support schemes and grants, improve energy efficiency and build longer-term financial and energy resilience. The adviser will identify households requiring additional support and provide in-depth assistance or referral to a specialist casework service where appropriate.

The Community Energy Adviser will work across the New Forest area and will be part of a wider team working across the Mid-Hampshire region (New Forest, Test Valley, Winchester & District and East Hampshire).

Role Profile

Community Energy Adviser

Job Description

Job Title	Community Energy Adviser
Reporting to	Service Development Manager
Annual Salary	£26,300 - £28,000
Hours of work	37.5 hours per week
Location	The New Forest
Holiday	25 days per annum plus Bank Holidays

Key Responsibilities

Client Advice and Casework

- Provide high-quality information, advice and casework covering a broad range of energy-related issues.
- Deliver light-touch and in-depth energy advice through face-to-face, telephone and virtual channels.
- Help clients understand energy bills, tariffs, supplier communications and energy usage.
- Support clients to reduce energy costs through behaviour change, energy efficiency measures and access to available support schemes.
- Assist clients to access the Warm Home Discount, Priority Services Register and other relevant energy support programmes.
- Support clients experiencing energy debt, repayment difficulties or risk of disconnection.

- Assist with applications to supplier hardship funds, emergency fuel support schemes and local welfare provision.
- Research options and explain implications so clients can make informed decisions.
- Negotiate with energy suppliers and other third parties where appropriate.
- Support clients to improve their confidence and ability to manage energy costs independently.
- Provide holistic support by identifying related issues and referring clients to appropriate Citizens Advice services or partner organisations.

Outreach and Community Engagement

- Deliver advice sessions from community venues across the New Forest area.
- Build effective relationships with community organisations, referral partners and host venues.
- Engage with vulnerable and hard-to-reach residents, including those affected by rural isolation, transport barriers, disability, ill health and digital exclusion.
- Promote energy awareness and encourage early intervention before issues escalate into crisis.
- Represent the organisation at community events, outreach sessions and partnership meetings.
- Undertake home visits where required to ensure services remain accessible to vulnerable clients.

Administration and Quality

- Maintain accurate and timely client records using the Citizens Advice case management system.
- Record outcomes, financial gains, debt reductions and other project performance measures.
- Ensure compliance with quality assurance, safeguarding and information security requirements.
- Assist with client feedback and evaluation activities.
- Participate in case reviews, supervision sessions and quality assurance processes.
- Work within Citizens Advice policies, procedures and Advice Quality Standard requirements.
- Contribute to project reporting and monitoring requirements.

Team Working

- Work collaboratively with colleagues across partner Citizens Advice offices
- Refer clients who require extended support to a dedicated energy caseworker
- Share knowledge, learning and good practice with team members.
- Attend team meetings, training events and project development activities
- Contribute to the continuous improvement of the Rural Energy Connect service

Training

- Complete induction, mandatory training and continuing professional development requirements relevant to the role
- Achieve and maintain a recognised City & Guilds Level 3 Energy Awareness qualification (or equivalent) before commencing advice delivery.

Other

- Work within our organisational key principles, policies & procedures
- Embed Equity, Diversity and Inclusion (EDI) in day-to-day work
- In accordance with Citizens Advice national policy, depending on the role, 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
- Undertake any other duties as might be reasonably required within the scope of this role

Person Specification

Essential

- Experience of providing advice, support, advocacy or casework to people experiencing financial hardship, vulnerability or other life challenges
- Strong interpersonal and communication skills with the ability to engage sensitively and effectively with vulnerable clients
- Ability to explain complex information clearly and accessibly
- Ability to build trust and establish effective working relationships with clients and partner organisations
- Experience of working independently whilst managing a varied workload
- Excellent organisational and time management skills

- Good numerical skills and the ability to understand financial information
- Ability to identify solutions and support clients to make informed decisions
- Experience of maintaining accurate records and using case management systems or databases
- Good IT skills, including Microsoft Office applications and online systems.
- Understanding of confidentiality, safeguarding and professional boundaries
- Willingness to work flexibly across multiple community venues and locations including occasional home visits for more vulnerable clients

Desirable

- Experience of providing energy advice
- Knowledge of fuel poverty, energy efficiency and energy affordability issues
- Experience of supporting clients with debt, welfare benefits or income maximisation issues
- Experience of delivering outreach services in community settings
- Experience of working with people experiencing multiple or complex needs
- Understanding of rural deprivation and barriers to accessing services
- Experience of partnership working and community engagement
- Full driving licence and access to a vehicle insured for business use

Additional requirements

- The role requires frequent travel within the New Forest area hence a reliable means of transport is essential. Candidates who can drive and own a vehicle insured for business purposes will be well-suited for this position.

Our approach to Equity, Diversity and Inclusion (EDI)

EDI is of strategic importance within Citizens Advice New Forest (CANF) and recognised as integral to all we do as a service.

Central to pursuing our EDI mission is building diverse and inclusive teams in which everyone has a sense of belonging. We particularly welcome applications from people we would like to see better represented in our organisation and sector - people of colour, LGBTQ+ people and disabled people.

We are also a flexible employer, so our roles may suit anyone who'd prefer a flexible arrangement to help their work/life balance.

Further information & how to apply

If you would like to discuss this role further, please email Emma Absolom at jobs@canf.uk

To apply for this role, please send a CV and cover letter (no more 500 words) to jobs@canf.uk to explain how your skills and experience fit with the requirements of this role. **Applications will only be accepted on receipt of a CV and cover letter to this email address.**

Applicants will be considered on a rolling basis and the closing date for this role is **10:00am on Monday 26th October**