 **The role**

JOB TITLE: Energy Adviser

RESPONSIBLE TO: Project Lead

PLACE OF WORK: Various locations around Liverpool

SALARY: £25,300 Trainee

HOURS OF WORK: 35 hours per week

TERM: 6 months

**ADDITIONAL INFORMATION:**

As well as a competitive salary CAL also provides access to

* **Pension Scheme**
* **Cycle to Work Scheme**
* **Lifestyles Gym Membership (corporate discount)**

The Energy Advice Programme provides:

* advice appointments to fuel poor and vulnerable consumers who are struggling to pay their bills or require better deals on energy
* those who need guidance on the most appropriate payment methods or information on how to access help from energy suppliers and the Government
* Information about Smart Meters
* Information about protecting yourself from Carbon Monoxide

The successful candidate will provide a generalist and energy advice service in a wide range of enquiry areas such as benefits, housing and employment.

You will have excellent communication skills, be confident, motivated and willing to try new things. We’re not looking for the finished article, if you have the right attitude then we can help to develop your skills.

 **Role Profile/Job Description**

**Advice Giving**

Deliver an advice service to clients regarding their energy needs and income maximisation support, ensuring advice provided meets the requirements of Citizens Advice quality standards

Ensure all case recording and other record keeping is completed within agreed timescales and conforms to the Office Manual and the Advice Quality Standards

Use sensitive listening and questioning skills in order to allow clients to explain their problem(s) and to identify the next course of action.

Use a range of information sources to find relevant information then interpret and communicate this to clients enabling them to tackle fuel poverty and financial hardship for the long-term

Assist clients with other related problems where they are an integral part of their case and refer internally or to other specialist agencies as appropriate.

Meet the individual performance targets set as part of this project

**Research & Campaigning**

Support our research and campaigns work by highlighting issues to clients, collecting case studies, data collection and client consent

**Administration**

Use of IT software for statistical recording of information relating to research and campaigns and funding requirements, record keeping and document production. Ensure GDPR compliant training is completed on an annual basis.

Ensure that all work conforms to the service's systems and procedures.

Undertake admin duties as required or requested.

**Professional development**

Keep up to date with online systems, available training materials and other resources relevant to the areas of support.

Attend relevant internal and external meetings as agreed with the line manager

Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate

Identify and implement own learning and development needs

**Other duties and responsibilities**

If required, work from a variety of Citizens Advice Liverpool outlets across the city as required over the course of the week

Promote the aims, policies, and membership requirements of the Citizens Advice service.

Ensure all processes and procedures that relate to the responsibilities of the role are delivered with a high level of awareness of the organisation’s equality and diversity ethos and policies.

Be a positive ambassador for Citizens Advice Liverpool.

Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the telephone advice service

 **Person specification**

**Desirable**

1. One year’s experience of delivering generalist advice within Citizens Advice or another quality assured environment such as AQS.

**Essential**

1. Experience of using interpersonal skills, including sensitive listening and questioning skills to understand the needs of others, especially in the context of telephony.
2. Ability to give and receive feedback objectively and sensitively.
3. Effective oral and written communication skills, with good IT knowledge to support delivery of service
4. Ability and willingness to work both on own initiative and as part of a team.
5. Willingness to learn and develop skills and be flexible with service delivery.
6. A good understanding of fuel poverty issues and the issues affecting society and their implications for clients and service provision.
7. Ability to assist with research and campaigns works by providing information about clients’ circumstances
8. Understanding of and commitment to the aims and principles of the Citizens Advice service and its equal opportunities policies.