

Silchester Mews, 17A Silchester Road, St Leonards-on-Sea TN38 0JB

[www.energisesussexcoast.co.uk](http://www.energisesussexcoast.co.uk)

**Energy Adviser**

**Details**

* Hours: 21 hours per week (on set days and times, to be agreed with manager).
* Pay scale: Band C1. £22,000 - £27,000 pro rata depending on experience.
* Fixed contract until 31st March 2023 with a strong possibility of extension depending on funding.
* The role will be home based, with outreach in community venues in Hastings, Rother and Eastbourne.
* Holiday: You will be entitled to statutory leave equivalent to 28 days per year, including Public Holidays, depending on your contractual hours (pro rata for part-time staff).
* Pension: If you are eligible for a workplace pension, Energise Sussex Coast (ESC) will enrol you in a defined contribution pension scheme in accordance with legislative requirements.
* Job starts in September with full induction and training beforehand.
* Closing date: 31st July 2022.

**About us**

ESC is a community benefit co-operative. Our mission is to act co-operatively to tackle the climate crisis and energy injustice through community owned renewable power and energy saving schemes.

Our energy advice service helps residents save energy and bring down their bills. Last year we saved each household an average of £409 from their bills. This year, with energy prices rising at a rate never seen before, our service is needed more than ever.

**Role purpose**

To provide high quality energy advice to help residents living in fuel poverty save money and save energy. To access support so people can live in warmer, healthier homes.

**About you**

You are a friendly and experienced advice worker. You are motivated by helping people and enjoy going the extra mile. You can see the value of energy saving both for financial benefit, and to save carbon and do something about climate change.

You have knowledge and experience of energy advice work, or the ability to learn quickly and get stuck straight in as you will be taking part in, what’s looking to be, the busiest and most demanding winter yet.

We will provide full energy advice training and shadowing; however we need someone that has the confidence to go it alone quite quickly.

You are IT literate and have been regularly using Excel and online case management systems and feel confident in being able to quickly pick up and use a new system.

Although this is just a 6-month contract there will be seasonal work again next Autumn and there is a good chance of a permanent role soon.

**Responsibilities**

* Telephone and in-person energy advice appointments.
* Answering calls to the telephone helpline.
* Energy advice at pop-up energy advice desks in community spaces.
* Ensuring that client records are updated.
* Booking in energy efficiency installation visits.
* Support with gathering data as required by funder.
* General assistance with ESC events and projects as required.
* Adhering to ESC’s policies around safeguarding, data protection etc.
* Attending monthly in-person team meetings in Hastings.

You will join a small and committed team of four Energy Advisers and one Green Handyman. You will be managed by Kate Meakin.

**Criteria**

**Essential**

1. Experience of advice work or similar.
2. Knowledge of how to bring down energy bills and how to save energy in the home.
3. Excellent people skills.
4. Friendly and person centred.
5. A commitment to helping people.
6. Good verbal and written communication skills.
7. Good administration skills.
8. Computer literate – it is essential that you are comfortable using programmes such as Google sheets or Excel and feel confident to fill in online forms and learn about new IT systems quickly.
9. Organised and reliable.
10. The ability to work alone and be proactive in finding opportunities to give people advice.
11. Data management skills.
12. A commitment to good practice around safeguarding, data protection and confidentiality.

**Desirable**

1. Have experienced fuel poverty.
2. Energy advice experience.
3. City and Guilds energy advice qualification.
4. Experience and knowledge of energy saving and fuel poverty.
5. Experience of working with vulnerable people.
6. A working knowledge of local networks of people and organisations that could use the energy advice service.

**DBS**

An enhanced DBS check will be required.

**To apply**

Please email a copy of your CV and a covering letter (of around a page) of how you meet the essential and desirable criteria. Please use the numbers from the list of criteria and give examples where you can. Examples can be taken from your professional or personal life. We welcome applications from a diverse range of people. If you think you have the right skills but lack experience, then please get in touch to discuss. We are looking for a type of person rather than someone that comes with all the experience and would be happy to discuss your suitability for the job if you fall outside the criteria.

Applications should be sent to kate@energisesussexcoast.co.uk by Sunday 31st July.

If you have any queries, please call Kate on 01424 390062.