



Suite 1, 19 Wellington Square, Hastings TN34 1PB

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

## Energy Adviser

### Key Details

- Hours: 30 hours a week (on set days and times, to be agreed with manager).
- Pay scale: £23,000 - £28,000 pro rata depending on experience.
- Fixed contract until 31<sup>st</sup> March 2025 with a strong possibility of extension depending on funding.
- Flexible working: The role will be primarily desk based, working from home.
- Holiday: You will be entitled to leave equivalent to 33 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, ESC will automatically enrol you in the NEST defined contribution pension scheme in accordance with legislative requirements.
- Full induction and City & Guilds level 3 energy advisor training provided.
- Application closing date: 21<sup>st</sup> April 2024 (midnight)

### About us

Energise Sussex Coast is a community benefit society. Our mission is to work together to end fuel poverty and protect the environment through community led local green power & energy saving schemes.

Our energy advice service helps local residents save energy and bring down their bills. Last year we saved each household we helped an average of £351. We help people in times of crisis with fuel vouchers and other emergency support. We also help households save carbon and keep their homes warmer by providing free energy saving kit and supporting access to funding for larger measures such as insulation.

The British Gas Energy Trust (BGET) fund this role.

### Role purpose

To provide high quality energy advice to help residents living in fuel poverty save money and save energy.

### About you

You are friendly and enjoy helping people. You are motivated by making a difference to people's lives and want to do something about climate change.

You are IT literate and are confident using computers. You have recent experience of form filling (either professionally or personally) and can confidently use Word, Excel and ideally client management systems. You feel confident in being able to quickly pick up and use a new system. You are organised, good at admin,

Energise Sussex Coast is a Community Benefit Society (IPS 31639) registered at McPhersons Accountants

23 St Leonards Road, Bexhill on Sea, East Sussex TN40 1HH.

Contact: - [hello@energisesussexcoast.co.uk](mailto:hello@energisesussexcoast.co.uk), Tel 01424 390 062

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you can write clearly and will ensure that client records are updated accurately and promptly. You are committed to safeguarding and keeping our client's data confidential and secure.

You might have experience of energy advice or other advice work but if you don't, then we will provide full training to become a qualified Energy Advisor. We particularly welcome applications from people that have used our energy advice service and will provide extra training and support for our service users that are interested in joining our team. If you are interested in this position but haven't got any previous experience, please get in touch for an informal chat before you apply, and we can provide extra support.

## **Responsibilities**

- Telephone and in person energy advice appointments.
- Accurately filling in the energy advice appointment form.
- Ensuring that client records are updated and accurate.
- Booking in energy efficiency home visits.
- Making referrals to other support agencies for further help.
- Support with gathering data as required by funder.
- General assistance with ESC events and projects as required.
- Adhering to Energise Sussex Coast's policies around safeguarding, data protection etc.
- Attending monthly in person team meetings in Hastings

You will join an award winning, friendly and committed team of 5 Energy Advisers and one Green Handyman. You will be managed by Kate Meakin.

## **Criteria**

### **Essential**

1. Experience of advice work or relevant personal or professional experience. We welcome applications from our energy advice clients and value real life experience of trying to bring your bills down, access support and save energy.
2. Compassionate and friendly and person centred. You are committed to helping people.
3. Good verbal and written communication skills.
4. Computer literate.
5. Good administration skills including data input, using Microsoft programmes.
6. The ability to work alone.
7. A commitment to good practice around safeguarding, data protection and confidentiality.

### **Desirable**

8. Knowledge of how to bring down energy bills and how to save energy in the home.
9. City and Guilds energy advice qualification.
10. Experience of working with vulnerable people.
11. Knowledge/ experience of retrofitting homes with energy efficiency measures

### **DBS**

An enhanced DBS check will be required.

## Training

You will receive a full induction and energy advice training. You will attend the National Energy Action City & Guilds Energy Advisor training and gain your Level 3 qualification.

Further training opportunities around energy efficiency, energy debt, retrofit advice and more will be provided.

## To apply

Please email the following to apply:

1. A copy of your CV
2. Two references including one from your current/ last employer.
3. A covering letter (of around a page or two) of how you meet the essential and desirable criteria. Please use the numbers from the list of criteria and **give an example** for each one. Examples can be taken from your professional or personal life. For example, rather than say "I have strong computer skills" say "I have strong computer skills as I use a case management system in my current work and often use Excel to create charts and graphs to analyse information."

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](mailto:kate@energisesussexcoast.co.uk) by midnight on Sunday 21<sup>st</sup> April.

For any queries or any informal chat please contact Kate on [kate@energisesussexcoast.co.uk](mailto:kate@energisesussexcoast.co.uk) / 01424 390062.

Interviews in person on Thursday 2<sup>nd</sup> May, Hastings.