



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

www.energisesussexcoast.co.uk

Energy Adviser

Details

- Hours: minimum 14 hours per week plus optional overtime (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 2024 with a strong possibility of extension depending on funding.
- The role will be primarily desk based, working from home, 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, ESC will automatically enroll you in a defined contribution pension scheme in accordance with legislative requirements.
- Full induction and City & Guilds level 2 energy advisor training provided.
- Closing date: 14th February 2023

About us

Energise Sussex Coast 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 local 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.

This role is funded by the British Gas Energy Trust.

Role purpose

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

About you

We are looking for a certain type of person, you might have experience of energy advice or advice work but if you don't, then we will provide full training to become a qualified Energy Advisor.

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, Tel 01424 390 062
www.energisesussexcoast.co.uk

You are a friendly and enjoy helping people. 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 also 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 joining 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 are confident using computers. Ideally you 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. You are organised, good at admin and will ensure that client records are updated accurately and promptly.

Responsibilities

- Telephone and in person energy advice appointments.
- 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 Energise Sussex Coast's policies around safeguarding, data protection etc.
- Attending monthly in person team meetings in Hastings

You will join a small and committed team of 4 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. 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. A commitment to helping people.
5. Good verbal and written communication skills.
6. Good administration skills.
7. 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.
8. Organised and reliable.
9. The ability to work alone and be proactive in finding opportunities to give people advice.
10. Data management skills.
11. Ability to travel to outreach locations in Hastings, Rother and Eastbourne.
12. A commitment to good practice around safeguarding, data protection and confidentiality.

Desirable

13. Lived experience of fuel poverty.

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14. Energy advice experience.
15. City and Guilds energy advice qualification.
16. Experience and knowledge of energy saving and fuel poverty.
17. Experience of working with vulnerable people.
18. Knowledge/ experience of retrofitting homes with energy efficiency measures
19. 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.

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 2 qualification.

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

To apply

Please email a copy of your CV, two references including one from your current/ last employer and 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 by 5pm 14th February 2022

For any queries or any informal chat please contact Kate on kate@energisesussexcoast.co.uk / 01424 390062.

Interviews to be held on Tuesday 21st February in Hastings.