



**R88 - Energy Adviser**  
**Location: Hybrid/Yorkshire and the Humber/Eastern/East Midlands**  
**Full time/Part time/Job share**  
**2-Year Fixed Term Contract**  
**Directorate of Communities**  
**Job Details**

**Background information on National Energy Action**

**National Energy Action – the national energy charity**

National Energy Action (NEA) is the national charity which works to eradicate fuel poverty and campaigns for greater investment in energy efficiency to help those who are poor or vulnerable to be able to stay affordably warm. NEA works in partnership with central and local government, fuel utilities, housing providers, consumer groups and voluntary organisations to promote energy efficiency with the aim of bringing social, environmental, housing and employment benefits to communities. NEA currently employs over 170 staff at our national headquarters in Newcastle upon Tyne and in regional offices across England, Wales and Northern Ireland.

NEA achieves its objectives through:

- Developing and managing practical projects which demonstrate innovative ways of tackling fuel poverty and bringing the wider benefits of energy efficiency to communities.
- Carrying out research and analysis into the causes and extent of fuel poverty and the developing policies which address the problem.
- Providing advice and guidance on good practice in delivering energy efficiency services to low-income householder.
- Developing national qualifications and managing their implementation to improve the standards of practical work and the quality of energy advice.
- Campaigning to ensure social and environmental objectives are brought together under national energy efficiency programmes.

NEA is the leading national fuel poverty charity. Please visit our website at [www.nea.org.uk](http://www.nea.org.uk) to find out more about our work.

**National Energy Action's Structure**

NEA is governed by a Board of Trustees and headed up by its Chief Executive Officer. The Charity comprises of five distinct Directorates:

- Communities
- Development & Partnerships
- Homes
- Policy and Advocacy
- Support Services

The post of Energy Adviser sits within the Communities Directorate and reports to a Project Development Manager.

### **The Communities Directorate – delivering projects and services.**

NEA seeks to advise and support householders directly via a range of projects delivered by the Communities Directorate. We deliver a varied programme of work throughout England and Wales and work with the Development & Partnerships Directorate to offer advice and support services directly to householders and frontline staff working with vulnerable and fuel poor householders. We deliver accredited training courses, income maximisation and technical services. Responsibilities of the two directorates are divided as follows:

<b>Communities (UK)</b>	<b>Development &amp; Partnerships (UK)</b>
<ul style="list-style-type: none"><li>• Warm and Safe Homes Advice Line</li><li>• Community Engagement</li><li>• Operational Partnerships</li><li>• Incomes Maximisation and Benefits Advice</li></ul>	<ul style="list-style-type: none"><li>• Training and Education</li><li>• Technical Services</li><li>• Project Design and Delivery</li><li>• Engagement with Smart Meter Roll Out</li></ul>

NEA obtains sponsorship and funding from a range of sources to enable the charity to meet its objectives to work with public, private and community sector partners to develop innovative projects which seek to establish good practice in bringing affordable warmth solutions to low income and vulnerable households. Lessons learned from project delivery are evaluated to inform NEA's policy recommendations to central and local government, consumer bodies or other partners. Our staff have a range of skills, including specialisms in community engagement and partnership development, technical understanding of energy efficiency measures, training delivery and skills development (including examination and assessment), fuel debt advice and the health impacts of fuel poverty.

### **About the post**

NEA are seeking an Energy Adviser to operate within Yorkshire and the Humber, East Midlands or the Eastern region of England. Home working or office-based locations (depending on proximity to a NEA office) are available but post-holders must be resident within the UK and able to prove their right to work in the UK. Homeworking is subject to the completion of a risk assessment.

NEA delivers energy advice and support directly to householders via our Warm and Safe Homes (WASH) helpline or via our webchat. Clients are initially triaged then any client needing more in-depth support is referred through to an Energy Adviser. Most of our clients are vulnerable householders who are contacting the charity for a range of energy related advice matters and so our Energy Advisers need to be empathetic, polite and have good listening skills but also need to be knowledgeable and confident to provide support to clients, some of whom may be in difficult circumstances.

**Working within our Communities Directorate the Energy Adviser role is for those with experience of giving Energy Advice and helping others. Therefore, it is vital that you have empathy, confidence and knowledge of the issues facing vulnerable low-income households.**

The post holder's main responsibilities will be to provide one to one advice to clients referred through the WASH helpline as described above and to deliver energy advice presentations to groups. In support of this, other tasks will also include:

- Provision of day-to-day support to our customers and partners (referral organisations).
- Processing, resolving or escalating client queries in line with the internal process.
- Development of referral pathways and identification of opportunities to deliver energy presentations.
- Maintenance of appropriate client records and necessary data using client management systems to ensure the progress of work towards project targets is monitored and that project outcomes are fully recorded.

The post holder will be responsible for the delivery of services on a range of projects which will demonstrate good practice in delivery of affordable warmth for low income and vulnerable householders.

This post provides an exciting and rewarding opportunity to help the charity deliver its work programme and build its profile amongst regional stakeholders whilst developing and working on projects that bring social benefits and improvements to the well-being of low income and vulnerable householders whilst also meeting environmental goals.

As NEA is a national charity, there is an expectation that delivery of project activity may also require periodic travel and occasional overnight stays throughout England.

This post is subject to enhanced vetting and barring check.

## **Term and Conditions of Employment**

**Salary:** The salary range is Scale 5-6, points 12-22, £28,163 - £33,205 FTE (plus £3,300 London Weighting if applicable). New appointments are usually made at the starting point of the scale.

**Hours of work:** Full time/part time hours; Monday to Friday; job share applications welcome.

**Contract:** This is a 2-year fixed term post.

**Holidays:** 25 days, plus 3 additional days in the Christmas/New year period, plus all public holidays per annum for full time staff, pro-rata for part time staff.

**Pensions and other benefits:** NEA offer a money-purchase, non-contributory pension scheme. 11½% of basic salary will be paid by NEA into the pension. NEA also offers death-in-service cover to state retirement age and enhanced sick pay.

As well as the above, NEA also offers: Flexible Working, Enhanced Family Friendly payments (e.g., Maternity, Paternity and Adoption

Entitlements), Eye Test Payments, Bicycle Loans, Employee Assistance Programme, Employee benefits platform.

**Office:**

Home working or office as agreed. Flexible location but post-holders must be resident within the UK and able to prove their right to work in the UK. Homeworking is subject to the completion of a risk assessment.

## Interviews

We anticipate interviewing in the two weeks commencing Monday 20 January 2025. Full details will be provided to candidates invited to interview.

We regret that only short-listed candidates will be contacted. If you have not heard from us within 4 weeks of the below closing date, please assume that your application has been unsuccessful.

## Application Procedures

Applications should be submitted on an NEA application form. Please quote reference number R88. Use this form to detail why you are interested in the post, your qualifications, experience and any other relevant information. You might find this [guidance](#) useful. **A job description and person specification are provided below.**

For an informal chat about this vacancy please contact NEA's Director of Communities Peter Sumbly on 07850 753698.

**The closing date for applications is 12:00 noon on Monday 13 January 2025.**

**How to apply:**

- Apply Online by clicking [here](#). If you would like the application form in another format, please email [jobs@nea.org.uk](mailto:jobs@nea.org.uk)

Please be aware that National Energy Action is not a sponsoring organisation. Therefore, the successful applicant must already possess the right to work in the UK or be able to secure the right to work in the UK independently.

**Please note CVs will not be accepted as part of the application process. No agency or advertising enquiries please.**

NEA aims to be an equal opportunities employer. We welcome applications from any applicant who has the necessary skills and experience for the post. **Charity Registration No. 290511. Company Registration No: 01853927**



# JOB DESCRIPTION

**Post:** Energy Adviser (Scale 5-6)

**Responsible to:** Project Development Manager

Project responsibilities will be allocated commensurate with the grade of the post holder.

**Responsibilities:**

1. To deliver the NEA work programmes for which the post holder has responsibility, commensurate with grade, to achieve outputs and outcomes as agreed with project funders.
2. Provision of in-depth one-to-one energy casework support for clients referred through the Charity's advice line or via self-developed referral pathways.
3. To treat all client data confidentially and to ensure that all data protection and security protocols are followed.
4. To identify opportunities to deliver energy presentations to community groups and the subsequent delivery of the presentations.
5. Adherence to all call quality standards and all compliance requirements.
6. Resolve or escalate client queries in line with internal processes.
7. To update and maintain appropriate client records and necessary data using client management systems to ensure the progress of work towards project targets is monitored and that project outcomes are fully recorded.
8. Undertake and record all follow up work to ensure all necessary actions are completed for recorded queries.
9. Work with Project Development Managers as required to understand real time demand and establishment of priorities to ensure client needs are met.
10. Maintain knowledge and understanding through a commitment to on-going development and learning.
11. To contribute to the delivery of other NEA work programmes and projects as may be required.
12. Any other duties that may be agreed from time to time.

**Grade:** Scale 5 – 6  
**V3.0/Dec 24**

# PERSON SPECIFICATION

## Energy Adviser (Scale 5 to 6)

**Candidates should meet the following requirements:**

### **Essential Requirements**

- 1 Demonstrable experience of delivering energy advice to clients via telephone, webchat and/or in face-to-face settings.
- 2 Knowledge of energy efficiency, particularly within the domestic sector. Knowledge of energy efficiency within community buildings would also be relevant.
- 3 Knowledge and understanding of the environmental, social and economic problems of deprived areas and the roles of the public, private and voluntary sectors in tackling them.
- 4 Knowledge of assistance available for energy efficiency improvements to low-income households.
- 5 Demonstrable experience of the provision of advice to low-income households in energy efficiency or related fields.
- 6 The ability to multi-task efficiently and effectively to ensure NEA's work programme activities, client and customer demands are met.
- 7 Self-motivation and the ability to work with limited supervision.
- 8 Excellent written and oral communication skills, a good level of numeracy and the ability to take good, accurate notes.
- 9 The ability to work with a wide range of people and proven experience of working with vulnerable householders, low income and/or other disadvantaged groups.
- 10 Tact and diplomacy when liaising with a wide range of organisations.
- 11 A confidential approach to dealing with clients and their data, including an understanding of data protection and data security.
- 12 Basic computing skills which include accurate data entry.

### **Desirable Requirements**

1. Experience of project-based work in the fields of energy efficiency, community development and regeneration, housing, health, social policy or consumer issues.
2. Education to a degree level, equivalent qualifications, or relevant experience.
3. Experience of the preparation and delivery of presentations.