

**Job Title: Energy Adviser (24 hours per week)**

**Location:** Yateley Industries, including home visits and outreach within the local area

**Hours:** 24 hours per week (flexible). May include some evening and weekend work

**Salary:** £15 per hour

**Reports to:** Community Programme Manager

**Contract:** Fixed-term for 24 months

**Who we are**

Yateley Industries provides housing, employment, and social activities for people with disabilities. Our mission is to create an inclusive community where individuals can thrive. We offer accommodation, employment opportunities and social activities to promote independence, personal growth and belonging.

**Job Purpose**

The newly appointment Energy Adviser is to provide 1-to-1, face-to-face energy advice, including home visits, to the local community and residents experiencing fuel poverty and energy-related issues. The role is focused on supporting vulnerable people, including disabled people, older adults, and those on low incomes, to improve energy efficiency, manage bills, and access appropriate support.

**Key Responsibilities:**

**Advice, Casework and Targets**

- Provide 1-to-1, face-to-face energy advice appointments, including home visits.
- Support vulnerable households, ensuring advice is accessible, inclusive, and person-centred.
- Offer tailored guidance on:
  - Reducing energy usage and costs
  - Understanding bills, meters, and tariffs
  - Heating systems and basic energy efficiency measures
  - Fuel debt, payment plans, and priority services registers
  - Accessing grants, discounts, and energy-related support schemes
- Assist clients with energy correspondence and form-filling where required.
- You will be part of a larger team working together to reach specific delivery targets.

**Outreach and Events**

- Deliver outreach sessions, information stands, and workshops in community venues.
- Attend and support community events to promote the charity's energy advice services.
- Work proactively to reach under-represented or harder-to-reach groups.

**Safeguarding**

- Undertake lone working, including home visits, in line with organisational lone-working policies.
- Identify and appropriately respond to safeguarding concerns, following charity procedures.
- Maintain personal safety and professional boundaries at all times.
- Onward referral to local provision for complex cases or support needs beyond our scope.

**Administration and Partnership Working**

- Maintain accurate case records, monitoring outcomes and impact.
- Work collaboratively with internal colleagues and external partners such as local authorities, health professionals, and voluntary organisations.
- Contribute to monitoring, reporting, and evaluation required by funders.

**Key Skills and Qualifications:**

- Experience of working directly with vulnerable people, including disabled people.
- Experience delivering energy advice would be a bonus, but not essential.
- A passion or interest in supporting the local community.
- Excellent communication and interpersonal skills, with the ability to build positive relationships with a wide range of stakeholders. Strong interpersonal skills, with an empathetic non-judgemental approach
- Experience of delivering group and outreach sessions.
- Strong organisational skills, with the ability to manage own workload and ability to work independently.
- Good IT skills (email, case management, CRM system, data entry, reporting)
- Already have or committed to undertaking Level 3 City & Guilds Energy Awareness qualification within an agreed timeframe.
- A full UK driving licence and access to a vehicle and business insurance (desirable due to home visits).

Yateley Industries is committed to promoting equality and diversity and welcomes applications from all members of the community.

**Person Specification** (E = Essential D = Desirable)

<b>Skills and core competencies</b>
<p>Competencies</p> <ul style="list-style-type: none"> <li>• Embraces change and drives continuous improvement (E)</li> <li>• Collaborates and unites with others behind the organisations mission (E)</li> <li>• Provides a high-quality service to all customers internal and external (E)</li> </ul>
<p>Technical competency (qualifications and training)</p> <ul style="list-style-type: none"> <li>• Level 3 City &amp; Guilds Energy Awareness (or commitment to complete within an agreed timeframe) (E)</li> <li>• Excellent organisation skills (E)</li> <li>• Ability to work independently and a strong team player (E)</li> <li>• Ability to develop and maintain relationships with contacts in the wider community (E)</li> <li>• Full UK Driving licence, access to a vehicle and business insurance</li> </ul>
<p>Experience</p> <ul style="list-style-type: none"> <li>• Community programme development (D)</li> <li>• Experience of working directly with vulnerable people, including disabled people and an understanding of challenges faced by these individuals. Ability to develop professional relationships with community members (E)</li> <li>• Excellent written skills and experience in report writing (D)</li> <li>• Experience of managing a budget (D)</li> <li>• Excellent customer service skills (E)</li> <li>• Energy advice awareness (D)</li> <li>• Experience in energy advice, welfare, housing or community advice role (D)</li> <li>• Experience in delivering outreach activities or community events. (D)</li> </ul>
<p>Key Technical Skills &amp; Knowledge</p> <ul style="list-style-type: none"> <li>• Good organisational and time management skills (E)</li> <li>• Excellent communication Skills (E)</li> <li>• IT skills – Microsoft Office and social media (E)</li> <li>• Budget management (D)</li> <li>• Knowledge of fuel poverty, energy billing, tariffs or fuel debt (D)</li> </ul>
<p>Key Behaviours</p> <ul style="list-style-type: none"> <li>• Caring and supportive approach (E)</li> <li>• A flexible approach to cope with varying demands of the role (E)</li> <li>• Teamwork – sharing best practice with peers (E)</li> </ul>

- Ability to work under own initiative, organising and planning own workload (E)
- Ability to travel as required to meet the business need (E)

Safeguarding

- Displays an awareness, understanding and commitment to the protection and safeguarding of children, young people and vulnerable adults. (E)