

Job Description

Trainee Energy Advisor

Main purpose

- Provide energy advice to householders by telephone, email and face to face.
- Offer information to help householders and clients to access appropriate support.
- Maintain accurate and detailed records of all interactions with clients.
- Work closely with the project manager and refocus workload to support the delivery of specific targets when needed.

Dimensions

- You will be required to deliver advice and support to residents by telephone, email, and in person at events and advice surgeries.
- You will be responsible for the day to day updating of our systems such as your CSE timesheet and our client database.
- A Trainee Energy Advisor will be based in the CSE office but following completion of training will contribute to delivery of successful outreach events at various locations around Somerset and Wiltshire.

Specific responsibilities

- Work on the advice line making and receiving calls from people who may need help with energy-related issues.
- Listen attentively to callers (some of whom may be in distress) and respond to their needs in an empathetic way.
- Record client details onto our database accurately and in a timely manner, ensuring data collection is compliant and thorough.
- Use own knowledge to assess help and support needed, ensuring all possible support routes are explored to maximise the benefits to clients.
- Refer clients onto other support organisations in their area as appropriate.
- Identify energy improvements that can be made to clients' properties and refer to installers who can fit them.
- Help vulnerable clients make applications for grants and switch energy tariffs where appropriate.
- Provide energy advice to people at events and at surgeries.
- Familiarise yourself with and adhere to advice line protocol, processes and procedures.

Working relationships and contacts

- The postholder will be managed by a Household Energy Services (HES) line manager.
- The postholder will be mentored by an experienced member of the team.
- The postholder will work closely with immediate colleagues in the HES team and will develop and maintain effective communication and working relationships with colleagues across CSE.
- The postholder will communicate effectively and frequently with the project manager so that workload can be tailored to suit the project's needs.

- The postholder will have personal contact with callers to the Advice Line and clients referred to advice projects and will follow established procedures/processes for obtaining essential information to signpost to appropriate services/support organisations.

General expectations of the postholder

- Adhere to CSE's policies and procedures.
- Familiarise yourself with CSE's mission and strategy and to help the organisation in delivering these.
- Communicate clearly, confidently and persuasively using appropriate language and style for target audience, listening carefully and checking for understanding and providing challenge where appropriate.
- Represent yourself and CSE positively within and outside CSE, encouraging action by others in line with project and CSE goals.
- Take responsibility for your own health and safety and that of your colleagues in accordance with Health and Safety legislation and CSE policies and procedures.
- Maintain and update knowledge to ensure effective performance in the role.
- Maintain confidentiality in accordance with relevant policies and procedures.
- Demonstrate the core qualities of commitment to CSE, collaboration, conscientiousness and initiative through your own work and in your working relationships with others (both within CSE and externally).
- Any other duties as directed and agreed with line manager.

The responsibilities of this post and reporting structure will be periodically reviewed.

Place of work and other requirements

- This post is based at the CSE office in Bristol. Some home working may be required after initial probationary period.
- This post is subject to a DBS check.
- The postholder will undertake the HES Training Programme and includes a City & Guilds qualification in Energy Awareness.

Person specification

Requirements	Essential	Desirable
Educational / Professional Qualifications	<ul style="list-style-type: none"> Minimum Maths and English GCSE or equivalent. 	
Experience	<ul style="list-style-type: none"> Experience of giving advice, customer service or helping others in some capacity. 	<ul style="list-style-type: none"> Experience of giving advice over the telephone. Experience of working with vulnerable clients and/or people in financial hardship.
Skills/Abilities	<ul style="list-style-type: none"> Ability to respond to clients in a respectful and engaging manner. Ability to communicate effectively with people verbally and in writing. Ability to work in a team and able to identify areas where their skills complement others. Ability to maintain admin systems independently and accurately. Able to take responsibility for your own work and seek support where necessary. Highly organized at managing time and workload. 	<ul style="list-style-type: none"> Previous experience of working in the energy or advice sector.
Technical skills	<ul style="list-style-type: none"> Skilled in use of MS office applications including Word, Excel and Outlook. 	<ul style="list-style-type: none"> Knowledge and experience of using databases. Knowledge of using Teams and Zoom. Driving license.