

Job description

Senior Energy Advisor (Benefits Advice)

Main purpose

- Deliver in-depth support to householders/clients' benefits-related advice, by phone and email.
- Provide guidance on benefits to our energy advice line team members.
- Complete administrative tasks to the delivery of projects.
- To maintain accurate and detailed records of all interactions with clients

Key Tasks and Responsibilities

- Provide specialist means-tested and disability-related benefits advice and support to clients of working and non-working age.
- Identify unclaimed benefits entitlements on behalf of clients and offer guidance on how to make an application.
- Listen attentively to callers and respond to their needs in an empathetic way.
- Able to assess appropriate advice and support needed by clients.
- Refer householders/clients to other organisations as appropriate for further assistance.
- Provide in-depth support to clients over a period of time if there are a number of issues to be resolved.
- Help vulnerable clients make applications for grants and switch energy tariffs where appropriate.
- Support clients with their applications for certain benefits, including Attendance Allowance and Pension Credit.
- Provide support to energy advisors on the Advice Line and advice projects, including helping them to identify when clients may be entitled to unclaimed benefits.
- Be familiar and remain up to date with benefit support and advice line protocol, processes, and procedures.
- Record client details accurately using CSE systems.
- Always maintain householder/client confidentiality in accordance with relevant policies and procedures.

Discretionary responsibilities

- To deliver complex casework with minimal support.
- To Provide help with application/ give advice to people in their own homes.
- To support CSE volunteers and interns.

Working relationships and contacts

- This position will be managed by a Household Energy Services (HES) line manager.
- The job holder will collaborate closely with immediate colleagues in the HES team and will develop and maintain effective communication and working relationships with colleagues across CSE.
- This role will have personal contact with callers to the Advice Line 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.
- Become familiar 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 self and CSE positively within and outside CSE (including representing CSE to external clients, partners, funders and wider public), encouraging action by others in line with project and CSE goals.
- Be responsible for your own health and safety and that of your colleagues in accordance with Health and Safety legislation and CSE policies and procedures.
- Commitment to maintaining and updating own skills and knowledge, including knowledge of the benefits available to clients to ensure effective performance in the role.
- Always 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 related to this role.
- The responsibilities of this post and reporting structure will be periodically reviewed.

Place of work and other requirements

- The place of work is CSE's Bristol office. New members of HES staff are expected to work in the CSE office throughout the duration of their probation period. However, we acknowledge that there may be exceptional circumstances from time to time when new staff may request to work from home.
- This post is subject to an enhanced DBS check.
- The job holder will undertake the HES Training Programme and includes a City & Guilds qualification in Energy Awareness.
- The postholder will be required to have a valid right to work in the UK.

Person specification

Requirements	Essential	Desirable
Education	Minimum English and maths or equivalent	Degree or higher or equivalent
Knowledge	Experience within customer service/led environment. Working knowledge of mean-tested and disability-related benefits for working and non-working age people.	Knowledge of energy efficiency. Knowledge of the benefits system. Understanding the challenges of giving face to face support to vulnerable households.
Skills and abilities	Respectful, sensitive, and engaging manner. Ability to present complex information in an accessible and appropriate manner. Confident in extracting sensitive information. Excellent communications skills – ability to listen carefully. Cope with difficult and sometimes stressful conversations. Able to work in a team and give clear direction. Maintain admin systems accurately. Work independently and use own initiative. Highly organized at managing time and workload.	
Technical skills	Skilled in use of MS Office applications including Word, Excel, and Outlook.	Knowledge of databases. Knowledge of Teams and Zoom software.