

Job Opportunity:

Energy Adviser

(Trainee positions available)

Hours: 37 hours per week

Contract: Permanent

Salary: £27,263 to £29,806 per annum, pro rata (depending on experience)

Location: Chesterfield, Buxton, Ilkeston or Matlock (hybrid mix of home and office working)

citizens
advice

Derbyshire
Districts

About the role:

We are seeking a highly motivated individual to join our established **Energy Advice** team, which provides **support to the public** on a wide range of issues including **benefits, debt, energy, housing** advice and more. This role is based on an appointment-led advice model and involves delivering direct support to clients on all energy related matters. Including income maximisation, energy efficiency, heating solutions, behavioural change, and smart or digital energy advice.

Advice is provide via **telephone, digital channels, and face-to-face appointments**, across multiple appointments to address complex and interconnected issues which includes supporting clients to **resolving complaints** with suppliers and/or energy debts. Advisers must be computer literate, confident working to performance targets, and able to manage their own caseload, appointments, and calendar effectively.

We welcome and encourage applications from people of all backgrounds. We are proud to be a **Disability Confident Employer** and hold the **Derbyshire LGBT+ Rainbow Accreditation**.

Who we are looking for:

The ideal candidates will have:

- Excellent **communication skills** – both written and verbal (essential)
- A **non-judgemental, empathetic approach** to people (essential)
- Strong **IT and digital skills**, with the ability to learn new systems quickly (essential)
- Self-sufficient **organisational skills** to manage workload and calendars (essential)
- A commitment to working to **performance targets** and **KPIs** (essential)
- A solid understanding of the **current welfare benefits system** (preferred)

What we offer:

We're proud to offer a comprehensive benefits package that supports your wellbeing, work-life balance, and professional growth:

- **Generous annual leave:** 35 days per year (pro rata), including all bank holidays and Christmas
- **Buy/sell leave scheme:** Flexibility to buy or sell up to one week of leave each year (pro rata)
- **Employee Assistance Programme:** Includes wellbeing support, free counselling, and lifestyle perks
- **Contractual sick pay:** depended on length of service
- **Long service rewards:** Extra leave and gift cards after five years of service and beyond
- **Workplace pension:** Auto-enrolment into our pension scheme
- **Hybrid working:** the option to work from home, if it works for you and for us

Successful candidates will be required to undertake a Disclosure and Barring Service (DBS) check and provide proof of Right to Work. Please note that Citizens Advice Derbyshire Districts does not hold a sponsor licence.

To view and download the recruitment pack and to apply for the role visit:
www.citizensadvice.derbyshiredistricts.org.uk/staff/

Closing date: When a suitable candidate is found
Interviews: TBC

Job Description

Energy Adviser

Team: Energy Advice

Reports to: Advice Service Manager

Role Purpose: To deliver independent energy advice to clients supporting individuals in managing their energy usage, reducing costs, and accessing available support. The adviser will be responsible for managing their own caseload and meeting KPIs in line with project requirements

Main responsibilities and tasks

Advice and Casework

- Deliver comprehensive energy advice to a high quality in line with QAA standards
- Deliver income maximisation advice to a high quality in line with QAA standards
- Advise clients on how to reduce energy consumption and signpost or refer to sources of energy efficiency support.
- Advise clients on low carbon technologies and SMART initiatives.
- Generate, promote and manage referrals into the Power Up Project and other energy projects across the organisation.
- Act on behalf of clients where necessary, including calculating, drafting correspondence, and negotiating with third parties.
- Assist with related client issues that are integral to the case and refer to other advisers or specialist agencies where appropriate.
- Participate in and/or lead energy outreach events designed to engage with communities and promote our energy work.
- Maintain accurate and comprehensive case records to ensure continuity, monitoring, and reporting.
- Provide regular statistical data and outcome reports to the management team, including case volumes and financial gains for clients.

Performance and Compliance

- Ensure that all monthly, quarterly, and annual targets are met in line with funder and project requirements.
- Monitor and achieve Key Performance Indicators (KPIs) for the Power Up Project and other energy related projects and work with the Advice Service Manager to identify and mitigate risks to delivery during peak times.
- Ensure all work complies with Citizens Advice quality standards, project funder requirements, and internal expectations.
- Keep up to date with legislation, case law, and policy changes relevant to energy and benefits advice and undertake ongoing training.

- Follow all data protection procedures, including adherence to GDPR and organisational requirements.
- Contribute to initiatives aimed at improving service delivery and client outcomes.
- Support the organisation's social policy work by highlighting emerging trends and issues from client cases.
- Complete the Citizens Advice accredited Energy training via Skillbook.

Teamwork and Relationships

- Maintain positive and professional working relationships with all colleagues.
- Participate in team meetings, training sessions, and service reviews as required.
- Attend away days, development days and events

Professional Development

- Work with your line manager to identify and pursue your individual training and development needs.

Other Duties and Responsibilities

- Carry out other tasks that may be reasonably required to ensure the effective delivery and development of the service.
- Uphold the aims and principles of the Citizens Advice service, including its commitment to equity, diversity and inclusion.
- Support staff wellbeing and help to maintain a balanced and healthy working environment.
- Comply with all health and safety guidelines and take shared responsibility for personal and team safety.
- Identify and address personal learning needs in line with professional development goals.
- Work within all organisational policies and procedures.

Please note: This job description is not exhaustive or exclusive. It is intended as an outline of the key areas of activity and may be amended in line with the evolving needs of the organisation

Person Specification

Energy Adviser

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Essential:

- Knowledge and understanding of Citizens Advice subject areas, particularly energy and benefits.
- Strong verbal communication skills, particularly in negotiation and representation.
- Effective written communication skills, with an emphasis on case notes, reporting, and correspondence.
- A methodical and structured approach to casework, with the ability to follow and improve established procedures.
- Understanding of the challenges involved in interviewing clients and offering sensitive support.
- Basic numeracy sufficient for benefit calculations and budgeting tasks.
- Confident IT user with the ability to use case management systems and create reports, especially using spreadsheets (e.g. Excel).
- Ability to provide and accept feedback objectively and constructively.
- Willingness to work collaboratively as part of a team.
- Ability to deliver client support appropriately and sensitively in a public or remote environment.
- Ability to monitor personal performance and uphold high standards of service.
- Awareness of current social issues and their impact on clients and service provision.
- Commitment to the principles and values of the Citizens Advice service, including its equity, diversity and inclusivity policies.
- Full, clean UK driving licence and ability to travel as required.

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