



JOB DESCRIPTION
Home Energy Advisor

Post Title:	Home Energy Advisor - Warm & Wise	Pay Scale:	£20,520 per annum, AUNN Band D
Department:	Housing Services	Hours of Work:	37 hours per week, full time
Responsible to:	Operational Manager - Housing	Tenure:	Fixed term until February 2024
Based:	Home/Field	Date of issue:	June 2022

PURPOSE OF THE DEPARTMENT/SERVICE

Age UK Nottingham and Nottinghamshire’s (Age UK Notts) Safe & Sound service exists to enhance the quality of life and promote the wellbeing of all older people by the provision of housing related services, contributing towards older people’s safe, comfortable and independent living. The housing department provides a wide range of advice, support and assistance including:

- property repairs, maintenance and improvements
- health and social support services
- energy efficiency
- benefit referrals and tariff switching
- scams awareness

Our new Warm & Wise project will empower vulnerable energy consumers to become wise with their energy usage and understand how to be more energy efficient, help to maximise their income, reduce energy consumption and bills and maintain a healthy temperature at home.

The Warm & Wise project will support beneficiaries aged 50+ in Nottinghamshire, providing them with in-depth, personalised energy advice and the fitting of free energy saving measures and minor repairs. Home visits will provide a full assessment of energy usage as well as practical energy saving fittings to make a difference to warmth and reduce bills. In addition, in-depth telephone calls and energy related support will increase household incomes via welfare benefit applications.



PURPOSE OF THE POST

Working as part of the Safe & Sound team, the Home Energy Advisor will principally support the work of the Warm & Wise project providing energy efficiency information and advice over the phone, as well as during home visits in the city and county of Nottinghamshire. The aim is to support residents to come out of fuel poverty and into affordable warmth, working as a team to meet service targets.

SUMMARY OF DUTIES

Support residents to stay warm and wise at home through telephone and face to face support, by providing good quality information and advice about energy efficiency in the home, energy saving tips and how to reduce energy bills. Related support includes tariff switching, referring for benefits advice, providing heater loans and health and wellbeing referrals. The Home Energy Advisor will liaise closely with partner agencies and contractors, supporting residents with heating repairs. Providing practical support to fit small energy efficiency measures such as draught proofing, radiator foils, light bulbs and arranging the fitting of TRV's.

KEY DUTIES & RESPONSIBILITIES

The post holder is expected to demonstrate a good level of competence in their role for each of the key duties and responsibilities listed below. Competence means demonstrating the required skills, abilities, attitude and behaviours in your work role.

Communication and Customer Service (C&C)

1. Provide a high level of customer service via telephone, in person and via electronic communication.
2. Respond to telephone and face to face callers in a polite and empathetic manner, demonstrating a sympathetic understanding of their needs and concerns.
3. Provide information and advice on all aspects of home energy efficiency, assessing homes during home visits and advising residents of possible improvements to save money and energy.
4. Fit small energy efficiency measures such as draught proofing, radiator foils and light bulbs.
5. Refer clients to other services (internal, external and partner agencies) that could be of benefit to the client including referrals to the Priority Services Register, benefit checks and health and wellbeing services.
6. Advocate on behalf of clients and assist with the completion of forms or documents where appropriate, whilst maintaining client confidentiality.
7. Support residents to find and sign up to the best utilities provider using a price comparison tool.
8. Support residents to stay warm, for example by delivering oil filled radiators or referring to an approved contractor for a quote or repair, with agreement from your line manager.
9. Promote the service through networking, events, outreach work and working in partnership with other appropriate agencies.

Planning and Organisation (P&O)

1. Arrange and prioritise own caseload, be responsible for planning and undertaking visits and undertake work in line with service procedures. Appointments may also be made and entered into the outlook calendar.
2. Effectively manage time, hitting weekly targets around number of home visits, telephone calls and or other agreed measures.
3. Effectively arrange appointments to make best use of time and minimise mileage.

Recording and Monitoring (R&M)

1. Ensure that all information is entered accurately on to the database/ Charity Log and kept securely.
2. Maintain accurate and up-to-date computer and paper-based records to ensure that statistical information is available to the Housing Manager for monitoring and evaluation purposes.
3. Maintain, update and store case notes and progress forms in a timely and methodical manner, adhering to data protection and confidentiality.
4. Take good care of portable electrical equipment which stores service or client data, to ensure all information is kept safely and securely at all times.
5. Adhere to charity and service procedures around archiving and disposal of data, in line with current data protection.

Quality (Q)

1. Provide a high quality of service to clients, colleagues and partners. Signposting and referring on as appropriate.
2. Maintain accurate and up-to-date records, paying attention to detail and data security.
3. Collect case studies and seek service user feedback via questionnaires.

Charity Focus (CF)

1. New and short-term projects are commonplace, therefore maintaining a positive and flexible work ethos is imperative, supporting with hitting targets.
2. Support the work of the greater charity and its ventures for example promoting new services and having a positive attitude to team working.

Team Work (TW)

1. Take a team approach to tasks and targets, working in a way that supports your colleagues and engenders positive team working.
2. Build and maintain good working relationships internally, externally and with key partners.

Specialist Knowledge (SK)

1. Experience and/ or education around basic housing repairs and maintenance.
2. Experience and/ or education in home energy efficiency measures.
3. Holds Level 3 City & Guilds Energy Awareness (or willing to complete).

Please note that all posts within the charity carry this level of expectation

Charity Responsibilities - Standard Clauses

Your Needs

- You will keep under review your own developmental needs, keep yourself informed of current issues and be alert to the Age UK Notts training programmes and policies and attend all supervision meetings advised by your line manager. It is your responsibility along with your line manager to identify training and development needs and to inform your line manager of these (C&C, P&O).

Equality, Diversity & Inclusion

- You will uphold the Age UK Notts Equality and Diversity policies and practices thereby promoting fair and quality services to all. If Age UK Notts deem you have breached any of these policies, this may be dealt with under the disciplinary procedure. All policies can be viewed on the Oracle - please ensure you refer to the Equality and Diversity Policy and the Bullying and Harassment Policy (Q, CF).

Health and Safety

- You will take reasonable care for your health and safety and have regard to other persons who may be affected by the performance of your duties, in accordance with the provisions of Health and Safety legislation and actively encourage, promote and reinforce all Health and Safety procedures in accordance with the guidelines laid down in the Age UK Notts Health and Safety Manual (Q).
- You will exercise proper care in handling, operating and safeguarding any equipment or appliance provided, used or issued by Age UK Notts or provided by a third party for individual or collective use in the performance of your duties (Q, C&C).

Safeguarding

- You will raise any concerns regarding safeguarding and report all allegations of abuse in line with the Age UK Notts Safeguarding policy (Q, CF, C&C).

Customer Care

- You will promote and deliver services in a way which is sensitive and responsive to those receiving such services and be aware of and implement the Age UK Notts customer care policies and service level agreement requirements (if applicable) (C&C, Q, CF).

Professional Integrity

- You will maintain at all times the professional integrity of the Charity and represent its main interests in any dealings with other bodies, groups and individuals (CF, Q).

Quality Assurance

- You will uphold and proactively contribute to the Age UK Charity Quality Standard (Q, CF).

Other

- Participate in, and promote fundraising & income generation (CF, C&C).
- Promote all Age UK Notts services and trading products (CF).
- You will attend staff meetings, the annual staff conference and other meetings as requested in order to keep up to date with information within the Charity (CF, C&C, Q).
- You will provide for your line manager regular timesheets, and any other reports or information as required (C&C).
- You will carry out any other specified tasks that may be reasonably required by the relevant Manager, with the proviso that any changes of a permanent nature will be included in the job description (TW).

This job description is intended as a summary of the main elements of the job described. They may be varied from time to time in consultation with the job holder without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

I confirm that I have discussed the content of this Job Description with my line manager and that I understand its content.

Name of Employee:	
Signature of Employee:	Date:
Name of Supervisor:	
Signature of Supervisor:	Date:



Person Specification Home Energy Advisor

Please indicate on enclosed application form evidence to show why you fulfil each individual point below:

Essential Requirements

1. The ability to deal empathetically and sensitively with people from a wide variety of backgrounds and have an understanding of the needs and concerns of the fuel poor.
2. Evidence and demonstrate excellent communication and interpersonal skills, including working effectively in a team.
3. Evidence and demonstrate experience of working effectively, with excellent time management and consistently hitting targets.
4. The ability to work under pressure and remain calm and focused.
5. Evidence and demonstrate experience of maintaining accurate records, statistics and monitoring information, ensuring that information is submitted accurately and on time.
6. Proven IT skills including word processing, use of databases and spread sheets. (e.g. Microsoft Word, Excel and experience of using database applications)
7. Good knowledge of basic housing repairs and maintenance, as well as working effectively with external contractors
8. Evidence a good level of practical skill in order to securely fit small energy efficiency measures that may require the use of drills, working up ladders and other associated tasks.
9. Knowledge and understanding of Equality and Diversity issues and a commitment to implement the Age UK Notts Equality and Diversity policy.
10. Valid driving license and daily access to the use of a car.*

Desirable Requirements

1. The ability to be an innovator to contribute towards developing Housing Services.
2. Holds Level 3 City & Guilds Energy Awareness (or willingness to complete-essential).

**Age UK Notts is committed to making reasonable adjustments, so whilst this job requires the jobholder to drive, your application will still be considered if you are unable to drive due to a disability*



Summary of Main Conditions of Service Home Energy Advisor

Salary:	£20,520 per annum, AUNN Band D
Start Date:	ASAP
Hours of Work:	37 hours per week. Age UK Notts consider a full-time working week to be 37 hours, Monday to Thursday 9.00 a.m. to 5.00 p.m. and 9.00 a.m. to 4.30 p.m. Friday with 30 minutes for lunch (which is unpaid). Age UK Notts operates a scheme of flexible working hours.
Holidays:	24 working days (pro rated for part time hours). Employees are granted 8 Public Holidays. One additional days leave is added to the annual leave entitlement for each year of service up to a maximum of 8 additional days.
Mileage Allowance:	Currently 45p per mile.
Pension:	The Charity will contribute 4% of basic salary into our NEST pension scheme after 3 months service, with an employee minimum contribution of 4% (in line with auto-enrolment rules). However, employees may contribute more than the minimum required employee contribution.
Place of Work:	Home and field based, across the city and county of Nottinghamshire

Timetable for Appointment

Post Advertised:	June 2022
Closing Date:	Monday 11 th July 2022 at 9am
Short-listing:	TBC
Interviews:	TBC

N.B. Due to financial constraints, applicants who are not short-listed will not be notified. If you have not received an invitation to attend an interview within three weeks of the closing date you may assume that your application has not been successful.