

Inverness Badenoch and Strathspey Citizens Advice Bureau



POST AVAILABLE

Energy Advice Team Leader

Summary

Job Title:	Energy Advice Team Leader
Location:	Inverness Badenoch and Strathspey Citizens Advice Bureau
Responsible to:	Business Development Manager
Salary:	Up to £28,818 (pro rata) plus incentives
Type of Contract:	Permanent – up to 35 hours pw
Start Date:	Notice Dependent
Closing Date:	Monday 28th August 2023 – by Noon
Interview Date:	w/c 4th September 2023

About the job

The post holder will be required to lead the Energy Advice team. They will work with the Business Development Manager and other managers to ensure that the team is able to provide specialist and holistic advice on Energy issues. This is a “hands on” role with a requirement to carry a caseload and to communicate/organise resources effectively across the organisation when required.

The role will be busy and target driven, therefore the post holder will need to be organised and work efficiently, while providing support to team members to provide an excellent service to clients and maintaining quality standards. There will also be responsibility for case recording/reporting in line with funder guidelines.

On occasion the post will be required to represent the bureau in stakeholder engagement in relation to energy advice and associated issues. There may also be opportunities for home visits or attendance at local outreaches, if required to meet the objectives of the projects.

Job description

Key responsibilities

- To take the lead for all energy advice projects delivered by the bureau, meeting targets/objectives and often working to time sensitive deadlines.
- To work with the Business Development Manager and other relevant managers to implement training, processes, case management and quality of advice oversight in order to ensure best practice and a supportive and collaborative service to volunteers and other staff.
- To work with the Deputy Manager to ensure compliance with Citizens Advice Scotland Quality of Advice Standards as well as any funder specific guidance.
- To carry an active energy advice caseload and to supervise staff working on energy and provide support for volunteer queries on energy where required.
- To produce reports as required and work with the management team where required.

The above job description is not exhaustive and is clarified and intended to include broad duties inherent of the post.

Person specification

Knowledge, skills and experience

Essential

- Experience of energy advice case work as well one or more of the associated topics i.e. welfare rights and/or income maximisation.
- Experience of leading projects with tight deadlines
- Excellent level of IT literacy (MS Office and other relevant software) and good people skills (in person and by telephone)
- Experience of writing reports and making presentations to audiences.
- Experience of successfully working on own initiative and managing own workload.
- Evidenced ability to train and mentor other staff
- Experience of building constructive partnerships with stakeholders.
- Ability to identify and action own training needs and to work effectively to enhance continual professional development including keeping up to date with any relevant legislation; procedures; guidance; directives and advice topics.
- Knowledge of the energy sector and current concerns in household costs, costs of living issues and fuel poverty.

Desirable

- Knowledge of the aims and principles of the CAB service.
- Completion of CAB Adviser Training Programme.
- Technical understanding of energy supply, billing, meters and regulation.

The application process:

Application deadline:

Monday 28th August 2023 by Noon

Interview date:

w/c 4th September

Please email applications to:

admin@invernesscab.org