# **Renfrewshire Citizens Advice Bureau:**

**Job title**: Energy Adviser

**Employer**: Renfrewshire Citizens Advice Bureau

**Hours**: 21 hours a week (fixed-term until March 2024), hours can be worked flexibly Monday – Friday, this post may suit a candidate with another part-time job.

**Location**: Hybrid working (Office based – Paisley & remote/home working)

**Salary**: £26,361.20 per annum (pro-rata) + 8% employer pension contribution

**Overview**: The Energy Adviser role will focus on reducing fuel poverty and enhancing energy efficiency awareness among vulnerable energy consumers in Renfrewshire. Advice sessions will be offered to clients via multiple channels including face-to-face, email, and via telephone. The primary objective of the role is to help clients reduce their energy costs, help them to apply for financial assistance, and deliver practical advice for optimal energy use.

**Summary of role:** The role will involve the adviser assisting clients with their utility enquiries, with a focus on clients who are experiencing or at risk of fuel poverty. The role will involve assessing eligibility, accessing statutory and industry initiatives, and providing energy-related advice. The role will include offering one-to-one advice sessions at outreach locations throughout Renfrewshire in addition to delivering training sessions for community groups.

**Energy advice offered will include:**

* Assisting those in fuel poverty to avert crises by facilitating crisis grant applications and distributing fuel vouchers
* Triaging clients who have complex energy needs and those who will require benefit checks
* Assisting clients to switch tariffs and where suitable, to join the Priority Service Register
* Helping clients resolve billing issues, debt management, and referrals for the Warm Home Discount.

**Main Responsibilities:**

* Crisis prevention, aiding clients in crisis fuel debt situations
* Proactive support for clients who are experiencing, or at risk of fuel poverty
* Exploration of relevant tariffs for clients
* Empowering clients to take appropriate action, and signposting clients to trusted sources
* Maximising client income through grants, allowances, and energy efficiency
* Conducting benefit and grant checks for clients
* Assisting clients with utility provider interactions
* Meeting project targets
* Collecting and maintaining client data in accordance with quality standards
* Continuous personal training to maintain energy industry knowledge
* Providing feedback and support to volunteer advice workers

**General Responsibilities**:

* Sensitive communication with clients to identify issues and preferences
* Handling client emergencies using available resources
* Adhering to RCAB’s principles and policies
* Ensuring equality and diversity considerations
* Diary management and case record upkeep
* Collaboration with our team to meet targets
* Peer review of energy advice casework
* Promoting the service to colleagues, partners, and stakeholders
* Adhering to safety procedures
* Representing the Bureau at events and promoting a positive image of the Bureau

**Desirable Requirements**

* Citizens Advice Certificate in General Advice
* City and Guilds Level 3 in Energy Advice

This role offers a unique opportunity to combat fuel poverty and promote energy efficiency among vulnerable people in Renfrewshire. Join us in making a tangible difference by providing essential energy advice and support to those in need.