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# Money Advice and Energy Co-ordinator

**JOB DESCRIPTON**

**Key responsibilities**

* To co-ordinate and develop money advice and energy services within the Bureau.
* To work with the Deputy Manager and Training and Development Manager 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 and general Manager to promote compliance with Scottish National Standards for Advice Service and Information Providers, Citizens Advice Scotland Quality of Advice Standards as well as any funder, project, reporting, legislative or guidance requirements in respect of the key areas.
* To carry an active money advice caseload and to supervise staff working on energy and provide volunteer support also.
* To produce reports as required and work with the management team where required.
* To undertake and work with the existing money advice team on complex cases which may include negotiating and making representations on behalf of clients to key stakeholders in a constructive and effective way in order to achieve the best outcomes.

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

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# Person specification

**Knowledge, skills and experience**

**Essential**

* Competency in line with Money Advice Service requirements.
* Experience of money advice and energy case work as well one or more of the associated topics i.e. welfare rights and/or income maximisation.
* Excellent level of IT literacy (MS Office and other relevant software).
* Experience of writing reports, and making presentations to audiences.
* Experience of successfully working on own initiative and managing own workload.
* Evidenced ability to train other staff
* Experience of building constructive partnerships with stakeholders.
* Excellent representation, negotiation, presentation; communication and people skills.
* 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.