

Job description

Energy Advisor

Main purpose

As Energy Advisor, your role will focus on providing energy advice to householders by telephone and email.

You will also provide information to help householders and clients to access appropriate support while maintaining accurate and detailed records of all interactions with clients.

Specific responsibilities

- To work on the advice line and other telephone advice projects making and receiving calls from people who may need help with energy-related issues.
- To record client details and use own knowledge to assess help and support needed.
- To refer clients to other support organisations in their area as appropriate.
- To identify energy improvements that can be made to clients' properties and refer to installers who can fit them.
- To help vulnerable clients make applications for grants and switch energy tariffs where appropriate.
- To listen attentively to callers, some of whom may be angry or in distress, and respond to their needs in an empathetic way.
- To be familiar with and adhere to advice line processes and procedures.
- To remain vigilant for any safeguarding concerns during interactions with clients, including signs of abuse, neglect, or exploitation. Report all concerns promptly to the designated Safeguarding Officer in accordance with CSE's safeguarding policy and procedures. Ensure appropriate follow-up actions are taken and documented to maintain client safety and wellbeing.

Working relationships and contacts

The postholder will work closely with immediate colleagues in the Household Energy Services (HES) team and will develop and maintain effective communication and working relationships with colleagues across the organisation.

Place of work and other requirements

This post is based at the CSE office in Bristol.

This post is subject to an Enhanced DBS check.

The postholder will undertake the HES Training Programme and includes a City & Guilds qualification in Energy Awareness.

Person specification

(See over)

Requirement	Essential	Desirable
Educational or professional qualifications	Minimum Maths and English GCSE or equivalent.	
Experience	Experience of giving advice, customer service or helping others in some capacity.	Experience of giving advice over the telephone. Experience of working with vulnerable clients or people in financial hardship. Previous experience of working in the energy or advice sector.
Skills and abilities	Ability to respond to clients in a respectful and engaging manner. Ability to communicate effectively with people verbally and in writing. Ability to work in a team and able to identify areas where their skills complement others. Ability to maintain admin systems independently and accurately. Able to take responsibility for your own work and seek support where necessary. Highly organised at managing time and workload. Empathy and compassion. Awareness of the need to maintain own wellbeing. A commitment to CSE's aims and an ability to demonstrate the CSE core values of collaboration conscientiousness and initiative. Skilled in use of MS Office applications including Word, Excel and Outlook.	Knowledge and experience of using databases. Experience of using MS Teams. Ability to use the Office 365 environment including OneDrive and SharePoint.

Safeguarding	Understanding of safeguarding principles and the importance of protecting vulnerable individuals. Ability to identify potential safeguarding concerns during client interactions. Commitment to following organisational safeguarding policies and procedures, including reporting and escalation. Awareness of confidentiality requirements when handling sensitive information.	Previous experience in recognising and reporting safeguarding concerns. Knowledge of local safeguarding frameworks and support.
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