



Job Description

Job Title: Personal Advisor

Location: Aberdeen

Salary point: £19,000 per annum

Part 1: Job Profile

Hours: Notionally 35 hours per week with flexibility according to the demands of the post

1 Main Purpose of the Job

The post holder will be part of a busy team, providing telephone and outreach service, advising customers and providing them with impartial advice and information on energy efficiency, water heating and consumption, renewable energy and low carbon transportation options. The outreach service will include community advice sessions, presentations and attending events. The post holder will also take part in outbound call campaigns as required.

2 Position in Organisation

- Reports to Team Leader;
- No line management responsibility specifically but required to promote and participate in all elements of good management practice, team ethos and productive working relationships. Our aim is to provide a world-class service and quality is at the heart of that – everyone has a part to play in achieving this.

3 Scope of Job

- To provide impartial advice to householders on the telephone, at community events or general planned events;
- To maintain up-to-date, working knowledge of sustainable energy matters, affordable warmth, renewable energy, water heating and usage and lower carbon personal transport;
- To develop and implement community advice sessions and projects that lead to low-carbon lifestyles being adopted;
- To provide and maintain a record of activity and achievements against agreed targets;
- To adhere to company policies, taking corrective action and/or advising management of matters arising within the organisation.

4 Qualifications and Skills Level

- Relevant administration and/or customer service experience;
- Experience of working in a customer-focused organisation;
- Experience in a customer-focused and target-driven environment;
- Experience of giving complex advice;
- Well-developed skills in verbal and written presentation, and ability to engage and motivate people;
- IT skills to include Microsoft Word, Excel, and PowerPoint and CRM software.

5 Dimensions and Limits of Authority

- No financial authority.

6 Additional Requirements:

- Driving licence is essential;
- Accurate VDU data entry;
- Must be able to work outside normal hours as required;
- Must have a flexible approach to work.

Part 2: Duties and Key Responsibilities

To provide impartial advice to householders on the telephone, at community events or general planned events

- Make use of internal and external referral systems to ensure clients' needs are met;
- Respond to enquiries from the public, local authority staff, private and voluntary sectors or installers and, where appropriate, redirecting them to members of staff or other agencies;
- Maintain quality of advice and information as required;
- Work to agreed service standards to meet contractual agreements.

To maintain up-to-date, working knowledge of sustainable energy matters, affordable warmth, renewable energy, water heating and usage and lower carbon personal transport

- At all times, ensure that advice service and activity are in line with the requirements of the Energy Saving Trust and Scottish Government;
- Effectively utilise existing sources of data to identify suitable opportunities to meet customers' needs.

To provide and maintain a record of activity and achievements against agreed targets

- Utilise a bespoke CRM system to record client information and access information to assist customers in an appropriate manner;
- Provide and maintain a record of activity and achievements against agreed targets and report to the Team Leader and Marketing Manager within agreed timescales;
- Ensure adherence to agreed targets and timescales.

To adhere to company policies, taking corrective action and/or advising management of matters arising within the organisation

- Keep up to date with all company policies, including but not limited to human resource and health and safety issues.