

Job Description

Job Title: Energy Advisor

Location: Multiple

Salary point: £19,900

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 and heating options. The outreach service will include home visits, community advice sessions, presentations and attending events.

2 Position in Organisation

- Reports to Senior Energy Advisor.
- No line management responsibility specifically but required to promote and 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, in home, at community events or general planned events.
- To maintain up-to-date, working knowledge of sustainable energy matters, affordable warmth and water heating and usage.
- 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.
- City & Guilds Energy Awareness 6281-01 or the ability to achieve this.
- 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:

- Must be able to work outside normal hours as required.
- Must have a flexible approach to work.
- A driving license is necessary.

Part 2: Duties and Key Responsibilities

To provide impartial advice to householders on the telephone, in home, 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 energy matters, affordable warmth, water heating and usage

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

To develop and implement community advice sessions and projects that lead to low carbon lifestyles being adopted

- Liaise with organisations to develop partnerships by utilising appropriate resources and support mechanisms.
- Represent Scarf at various community and partner meetings.
- Develop and maintain effective operational partnerships with key delivery agents and stakeholders.

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 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.

Job holder's signature _____

Date _____