

## **Job Description – In-Home Advisor**

**Location:** Perth & Kinross local authority area (hybrid)

**Salary:** £24,400

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

### **1. Main purpose of job**

The post holder will support will be part of a busy team, providing telephone and home visits, advising customers and providing them with impartial advice and information on energy efficiency, supporting debt relief and advise on renewable heating technologies where appropriate.

### **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 relationships.

### **3. Scope of job**

- To build and maintain customer relationships to actively assist the customer to take action.
- 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 sector
- To maintain up-to-date knowledge on renewable energy matters and share this with the rest of the team, retaining relevant information, literature and documentation available for review.
- To adhere to company policies, taking corrective action and/or advising management of matters arising within the organisation.
- Provide advice to households in fuel poverty.

### **4. Dimensions and limits of authority**

- This role does not include any line management responsibility.

### **5. Qualifications and skills level**

- Relevant customer service experience.
- Relevant experience and knowledge of microgeneration/micro-renewables technologies such as heat pumps, biomass, micro-wind, micro-hydro, mCHP, solar thermal, solar PV, domestic insulation, heating systems and controls, appliances and lighting.
- Proven skills in project development, implementation and monitoring.
- Proven ability to develop activity with a large number of partners with diverse objectives.
- IT skills to include Microsoft Word, Excel, and PowerPoint and CRM software.

## **6. Additional requirements**

- Well-developed skills in customer engagement, time management with the ability to prioritise tasks and to handle demanding and complex caseloads.
- Must have a flexible approach to work.
- A driving licence is necessary with access to a vehicle.

## **Duties and Key Responsibilities**

### **To build and maintain customer relationships to actively assist the customer to take action and to ensure achievement of performance targets for in-home services**

- Provide specialist advice on suitable technologies, identifying and advising on opportunities for micro-renewables, microgeneration and energy efficiency measures through telephone, written correspondence, home visits, home surveys and evaluation reports.
- Assist in dealing with suppliers, installers, planning issues and associated customer concerns which complement and add value to the advice given by the supplier / installer.
- Advise customers on how to use their new systems effectively to maximise efficiency, on suitability of tariff, and on post installation advice and support.
- Deliver events, displays and presentations that will maximise opportunities to effectively promote and deliver the HES in-home services.
- Support the overall advice team in delivering accurate and impartial advice on home renewable options to householders.
- Provide in home advice and support to customers, and assess suitability for Home Energy Efficiency Programmes for Scotland schemes.

### **To maintain up-to-date knowledge on sustainable renewables matters and share this with the rest of the team, retaining relevant information, literature and documentation available for review**

- At all times, ensure that advice service and activity are in line with the requirements of the Perth & Kinross Council.
- Provide and maintain a record of activity and achievements against agreed targets and report to the Team Leader and Operations Manager within agreed timescales.
- Contribute to an effective and dynamic working environment, foster team working in the advice centre and across Scarf relating to renewables.

### **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.