



Job Pack - Energy Team Adviser

Citizens Advice Bassetlaw is currently seeking a detail-oriented and committed individual to join our Energy Team as an adviser. This role will be part of a well-established team consisting of six experienced advisers and dedicated support staff.

As the Cost of Living crisis continues to affect households across the nation, this position has become more crucial than ever. As a consumer adviser, you will play a pivotal role in assisting clients to hold their energy providers accountable and empower them to assert their rights effectively.

You will be responsible for providing direct advice and guidance to clients, assisting them in resolving issues with their energy suppliers. By offering tailored solutions, you will help clients enhance their energy efficiency, reduce fuel bills, and lower overall consumption. This support will ultimately empower individuals to make informed decisions and take control of their energy needs.

We are open to applications from candidates with all levels of advice experience (most important is your proven ability to learn, and your experience of delivering excellent customer service).

Our project focuses on offering guidance on energy switching, debt/financial budgeting support, and problem-solving to address energy-related concerns. We deliver advice through various channels, such as group sessions, phone consultations, and predominantly through in-person home visits.

Having successfully provided crucial assistance to clients for two years during challenging pandemic conditions, our exceptional team's accomplishments have attracted increased funding to further expand our reach and impact.

Situated in North Nottinghamshire, our office operates in both Worksop and Retford. We pride ourselves on being a friendly, committed, and stable team that consistently achieves outstanding results in quality audits, staff surveys, and client satisfaction surveys.

Want to chat about this role?

If you want to chat about the role further, you can contact the People Manager Lara Routh by emailing lara.routh@bassetlawca.org.uk.



The role

Job title	Energy Team Adviser
Location	Worksop and Retford offices, and across the Bassetlaw district
Hours	30 hours p/w
Salary	£21,741.20 to £23,722.92 FTE (depending on experience)
Type of Contract	Fixed until 31 August 2024
Start Date	As soon as possible (but we understand you might need to work notice)
DBS Required	Enhanced Check without Barred
Responsible to	Energy Team Leader
Closing Date	12th May at 9am
Interview Date	16th and 19th May

About Us

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members. Citizens Advice Bassetlaw is one of the network of around 300 local members.

This role sits within our network of independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

We do this with:

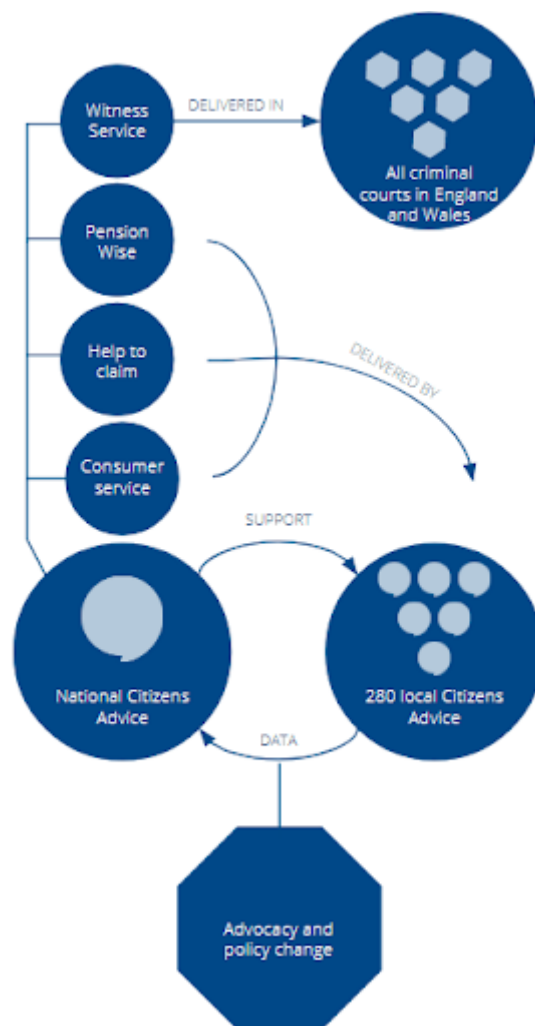
- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.

Useful Information

You can find out much more about us from the links below.

- [Citizens Advice Bassetlaw website](#)
- [Citizens Advice \(National Charity\) website](#)



Job Description

Advice Giving

- Interview clients using sensitive listening and questioning skills in order to allow clients to explain their problem(s) and empower them to set their own priorities.
- Use reference sources to find, interpret and communicate the relevant information.
- Research and explore options and implications so that clients can make informed decisions.
- Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
- Negotiate with third parties such as statutory and non-statutory bodies as appropriate.
- Ensure that all work conforms to the organisation's office manual and the Advice Quality standard, and other funding requirements, as appropriate.
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
- Provide budgeting and money saving advice to clients.
- Work with client groups, to empower them with technology and ensure that they are encouraged to be self-sufficient for their future energy needs.
- Provide advice via telephone, in our premises, client's homes and at outreach locations.

Marketing and Networking

- Assist the Energy Project Manager in forging connections with partners across the public, private and third sectors to facilitate the delivery of energy advice.
- Help develop our relationship with key partners; Aurora Health & Wellbeing Centre and Bassetlaw Foodbank.
- Assist the team with energy events around the district.
- Assist the team with training to consumers and frontline workers across the district.

Research and Campaigns

- Assist with research and campaigns work by providing information as appropriate.
- Alert clients to research and campaign options.

Professional Development

- Keep up to date with legislation, policies and procedures and undertake appropriate training including completing required qualifications for the role.

Administration

- Assist with the completion of reports and submissions to our energy funders as required by the funding agreement.
- Attend relevant internal and external meetings as agreed with the line manager.
- Prepare for and attend meetings as appropriate.
- Use IT for statistical recording of information relating to research and campaigns and funding requirements, record keeping and document production.
- Ensure all work conforms to the organisation's systems and procedures.
- Assist with ensuring the safety of our advisers by following our Home Visit policy (this involves tracking our advisers safely in and out of houses via telephone)

Other

- Complete required training to comply with quality assurance processes.
- Carry out any task that may be within the scope of the post to ensure the effective delivery and development of the service.



Person Specification

Essential

1. At least a years experience of providing a service in a public facing role
2. Experience of adapting your customer service to people with a range of needs
3. Excellent written and verbal communication skills
4. Proficiency in using IT at a competent level

Desirable

5. Ability and experience of team working
6. Possess a proactive approach (that you spot issues and work on fixing them without being asked)
7. Experience of working toward project targets, whilst providing high quality advice and empathetic customer service
8. An understanding of fuel poverty, and the need to provide energy advice
9. An understanding and commitment to the purpose and service delivery of Citizens Advice
10. Access to a vehicle, and ability to travel around the Bassetlaw District