

**BUIDHEANN TIGHEADAS LOCH AILLSE AGUS
AN EILEIN SGITHEANAICH LTD
LOCHALSH AND SKYE HOUSING ASSOCIATION**

JOB DESCRIPTION

- 1. POST TITLE:** ENERGY ADVISER
- 2. GRADE AND SPINAL POINT(S):** Professional & Administrative Grade 6, Points 17-20
- 3. RESPONSIBLE TO:** Tenant Engagement and Support Manager
- 4. RESPONSIBLE FOR:** N/A

5. JOB PURPOSE

- 5.1 To assist in the delivery of the Energy Advice Service; contribute to the reduction or alleviation of fuel poverty and improve affordable warmth. Help the community adapt to climate change in accordance with the 2023-2028 Business Plan. To act as an independent, impartial and confidential service giving advice, information and advocacy support to households in Skye and Lochalsh.

6. MAIN DUTIES

- 6.1 Promote the service to individuals and community organisations and to raise awareness levels of energy efficiency, affordable warmth and fuel poverty issues in the wider community. This includes developing and refreshing basic informational materials and organising and attending 'energy clinics'/outreach or community events.
- 6.2 Provide households with proactive and reactive information and advice on energy efficiency measures and how to mitigate fuel poverty issues (for example, energy saving techniques in the home, affordable warmth advice regarding energy tariffs which can save money and reduce bills and sign-posting home owners to advice on funding for upgrading heating systems and insulation) through phone, email and in-person contact.
- 6.3 Signpost to sources of grant and other assistance that may be available or apply for fuel vouchers on behalf of clients. Complete referrals to specialist or key partner organisations for complimentary or holistic support (money/debt advice).
- 6.4 Explain and support households to understand their energy consumption, bills, tariffs, meter readings and help them manage their use.
- 6.5 Help households to understand how best to use their heating system for maximum benefit and improved efficiency. This includes helping people to find a cheaper method of accessing the energy required (tariff/market check for switching options).

- 6.6 Assist households with rectifying blank or broken meter issues where this is causing issues with charging and taking accurate readings for correct billing and monitoring energy use.
- 6.7 Monitor and support households with concerns about mould, damp or humidity levels. Provide good practice guidance on these issues.
- 6.8 Compose and deliver training for staff, community members and local organisations to identify, to educate communities about energy advice.
- 6.9 To help collate, analyse and record data on advice provided to referrals, the outcomes, and useful information that would benefit the association to help with future planning.
- 6.10 To communicate efficiently, effectively and courteously with clients, colleagues and external organisations in respect of all aspects of the service.
- 6.11 To act in accordance with the Association's policies and procedures including the Health & Safety Policy, Equal Opportunities Policy and Codes of Conduct and to report any breaches to the Tenant Engagement and Support Manager.
- 6.12 To undertake any training or development which the Association considers necessary to meet the requirements of the Job Description.

7. **GENERAL**

- 7.1 To maintain adequate and accurate records and systems to ensure the effective and efficient delivery of the Energy Advice Service and to provide verbal and written reports, as required.
 - 7.2 To attend and, where necessary, represent the Association at meetings with external organisations and individuals.
 - 7.3 To attend meetings (internal or external) as required.
 - 7.4 To undertake such additional activities related to the Association's Energy Advice Service functions as may be delegated from time to time by Line Managers.
 - 7.5 To assist in ensuring that the Association meets agreed Performance Standards in relation to the delivery of the Energy Advice Service functions.
 - 7.6 To contribute to the general development and wider activities of the Association as a member of the staff team and to act at all times in the best interests of the Association.
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PERSON SPECIFICATION

POST TITLE: ENERGY ADVISER		GRADE: 6	
KNOWLEDGE			
Energy Efficiency issues	✓		
Fuel Poverty issues	✓		
Good practice of damp and mould management	✓		
Basic house design and Building Control requirements			✓
Key players in the Energy Efficiency Advice and Funding system			✓
Taking meter readings and calculating electricity consumption	✓		
Knowledge of heating payment support schemes	✓		
Knowledge around electricity meters, tariffs and operation of different heating systems	✓		
EXPERIENCE			
Assessing work requirements and planning tasks to be undertaken	✓		
Office administration requirements	✓		
Energy Advice and Information role			✓
Working knowledge of Health & Safety requirements	✓		
SKILLS AND ABILITIES			
Excellent interpersonal and communication skills	✓		
Self organisation of tasks and workload	✓		
Able to work on own initiative and contribute to team working	✓		
IT skills in Office applications	✓		
Flexibility of approach to achieving objectives	✓		
Record keeping, data analysis and reporting skills	✓		
Effective time management skills	✓		
TRAINING & EDUCATION			
Minimum 3 Standard Grades (to include English)	✓		
City and Guilds – Energy Awareness or equivalent			✓
OTHER REQUIREMENTS			
Full Driving Licence	✓		
Ability to work out of office hours			✓