

Energy Adviser (Telephone)

Job Description

Job Title:	Energy Adviser (Telephone)
Department:	Operations
Location:	Falkland Road, Wallasey
Pay Grade:	£25,426 per annum
Reporting to:	Projects Manager
Working hours:	35 hours per week: Monday – Friday 9am – 5pm May suit job share
Permanent/Fixed Term	Permanent

Job Summary

To provide accurate advice and support to Clients who engage with Energy Projects Plus either electronically or by telephone. To advise on solutions and the availability of funding and other support to address energy efficiency, sustainability, bills and fuel debt, income and benefit maximisation, and (through referral to external partner agencies) general debt. To assess Clients' eligibility for support, provide energy efficiency and tariff advice to assist Clients to achieve affordable warmth, help Clients navigate the relevant financial support schemes available at any time, and advise on the potential for sustainable energy measures. Use external and internal on-line and off-line software to make applications and capture all aspects of Client engagement. As telephone advisors provide the first point of contact for callers it is essential that their telephone and personal manner is friendly, enthusiastic and efficient.

Key Responsibilities and Accountabilities

1. Being the first point of contact for clients seeking support.
2. Dealing appropriately with all Client queries received including general and specific enquiries on dealing with energy efficiency, sustainable energy, fuel tariffs and bills, fuel debt, fuel tariffs, and all other issues related to domestic energy.
3. Giving advice on grants available to deal with arrears on fuel bills and energy efficiency measures.
4. Referring Clients into other projects delivered by our charity for further support where appropriate.
5. Sign posting and referring Clients to other specialist agencies for detailed advice and support on other issues.
6. Making on-line and offline applications on behalf of Clients to funders for support where appropriate

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7. Accurately and efficiently inputting Client data and circumstances onto appropriate internal on-line and off-line databases ensuring all records are up to date and correct
8. Adhering to service delivery procedures
9. Conducting customer satisfaction, project related outbound and follow up calls as required
10. Safely and securely transporting documents, materials and equipment as required
11. Maintaining up to date knowledge of schemes
12. Constructively contributing through team meetings, informal dialogue, and gained experience to the effective delivery and continued improvement of the service
13. Achieving targets to high quality standards
14. Undertaking duties of colleagues when required to cover absence
15. Other duties as may be required in a small office environment

General Responsibilities and Accountabilities

1. To process data and perform other routine clerical tasks as assigned
2. Establish and maintain effective working relationships
3. Maintain regular consistent and professional attendance, punctuality, personal appearance, and adherence to relevant health & safety procedures.
4. To keep up to date within industry changes in relation to Energy Support and grants.
5. Pursue personal development of skills and knowledge necessary for the effective performance of the role
6. Adhere to Health and Safety policies
7. Adhere to procedures relating to the proper use and care of equipment and materials
8. As sensitive personal data of Clients is managed a satisfactory DBS certificate is essential.

Key Interfaces

1. Clients requesting advice
2. Funders
3. Colleagues and managers
4. Liaising with internal departments as required
5. Working with third parties and suppliers

Essential Qualifications

City and Guilds 6281-01 (Energy Awareness) – training can be provided

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Person Specification

Skill	Essential (E) / Desirable (D)
Knowledge and experience of telephone advice provision to the public.	E
Excellent communication and listening skills, diplomacy and telephone manner.	E
Knowledge and experience of advice provision specifically regarding energy efficiency and fuel bill advice.	D
Holding the City and Guilds Level 3 Energy Efficiency Advice (if not held then training will be provided to the right candidate).	D (<i>E within 3 months</i>)
Experience of supporting Clients with fuel debt and other issues and being able to identify solutions appropriate to individual Clients' needs.	D
Awareness and understanding of the welfare benefits system	D
Excellent and effective oral and written communication skills	E
Excellent computer skills and knowledge of Microsoft Office suite of software, including using on-line forms and capturing essential Client information quickly, accurately and with a high attention to detail.	E
Experience of providing effective empathetic support to vulnerable Clients (vulnerability can include infirmity, age, financial stress, emotional stress).	E
Methodical time and workload management and ability to independently prioritise own workload, meet deadlines and achieve targets.	E
Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.	E
Ability and willingness to work as part of a team by maintaining a flexible approach.	E
Experience of working within, and achieving and exceeding, set quality standards.	E
Ability to work in a time pressured environment whilst maintaining positive relationships with all contacts, particularly Clients, other support organisations, Clients' utilities, and colleagues.	E
Understanding of, and commitment to, the aims and principles of the Charity.	E