Job Description & Person Specification

Energy adviser

Post:	**Energy Adviser**
Service:	Advice
Line Managed by:	Development Manager for Advice and Inclusion
Salary Range:	Points 30-32: £28,795.45 - £30,523.99
Hours:	39 hours Fixed Term until 31 March 2028 (Occasional evening/weekend flexibility may be required)
Base:	Can choose office or home-based, but frequent community outreach and in-home visits will take place across Edinburgh and the Lothians

THIS POST REQUIRES A STANDARD DISCLOSURE

Main Purpose:

Provide high-quality, confidential and person-centred energy advice to disabled people and carers experiencing (or at risk of) fuel poverty or energy-related hardship.
You will help them to reduce energy costs, manage energy issues and create warmer, healthier homes. Support will be delivered in ways that align with our holistic advice model and cross-service working, ensuring people receive joined-up, accessible support.

1. Specific Duties

Who You Will Support

- Disabled adults, disabled children and their families, many of whom experience multiple barriers to accessing mainstream services. Support may require more time, clearer communication and tailored approaches to engage effectively.
- Carers, including parent carers, who balance complex caring responsibilities with their own wellbeing and financial pressures. Support should be holistic, compassionate and highly personalised.
- People facing disadvantage or exclusion, including those who struggle to access support due to disability, low income, communication barriers, limited confidence or previous negative experiences with services.
- People needing accessible advice, including those who require language support, easy-read communication, additional time, home-based support or flexible engagement methods to participate fully.

Our Approach & Values (How We Work)

Accessible and inclusive

- Communicate clearly in plain English, adapting style, pace and materials so people with different support needs can understand and participate.
- Offer flexible, responsive support, including extended appointments or in-person contact where this reduces barriers.

Trauma-informed and respectful

- Build trusting relationships by being sensitive, patient and respectful of people's personal histories and/or caring responsibilities.
- Uphold dignity, privacy and independence, ensuring people feel heard and valued.

Equality, Diversity and Inclusion

- Demonstrate a strong understanding of inequality and discrimination and a commitment to removing barriers for marginalised groups.
- Work sensitively and confidently with people from diverse cultural, and socioeconomic backgrounds, engaging interpreters whenever needed.

Organised, professional and quality-driven

- Maintain clear boundaries, confidentiality, accurate advice giving, accurate record-keeping and high professional standards.
- Use digital systems confidently, including Microsoft 365 and Advice Pro case management tool.

Collaborative and reflective

- Communicate openly and effectively within the team.
- Reflect on practice, seek learning opportunities and contribute to service improvement.

Key Responsibilities

- Manage a caseload of householders vulnerable to fuel poverty by providing holistic, impartial and specialist energy efficiency, affordable warmth, renewable energy Advice. This will be in person at home and over the telephone
- Deliver tailored energy advice on tariffs, billing and options for managing fuel costs; provide clear explanations and guidance that people can act on.
- Support people experiencing issues such as fuel debt or payment difficulties to effectively manage their situations.
- Advise on the availability of crisis supports or discretionary funds where appropriate.
- Liaise with energy suppliers where needed to clarify issues and seek fair, affordable solutions.
- Conduct in-home visits to assess energy needs, identify issues such as damp/ventilation and advise on energy efficiency measures and suitable improvements.
- Explain potential improvements and their impact on energy use and cost.
- Promote the service: delivering talks/workshops about energy topics and maintain strong, clear referral pathways with internal colleagues and relevant external agencies.
- Maintain accurate case records on the case management system and comply with data protection requirements.
- Record outcomes and contribute to monitoring, reporting and continuous improvement.
- Maintain up-to-date knowledge of energy advice, fuel poverty and relevant schemes; complete or hold City & Guilds Level 3 Energy Awareness (or equivalent).

4. General Duties (these are applicable to all The Action Group staff)

a. Read and work in accordance with The Action Group's Mission, Aims & Objectives, and current Business Plan.

b. Manage own work time effectively.

c. Keep on top of own paperwork and maintain effective and organised filing systems, as appropriate to the specific job role.

d. Treat everyone with consideration and respect.

e. Ensure prompt, polite and clear communication (whether responding to a query from a member of staff or a complaint from someone we support).

f. Keep up to date and comply with all applicable The Action Group policies and procedures (covering everything from personal Health & Safety to Care Commission Standards).

g. Promote and respect individual rights and responsibilities at all time.

h. Retain the highest standards of confidentiality, as appropriate to the specific role.

i. Assist your manager and other work colleagues as appropriate and whenever possible.

j. Take charge of own CPD (Continuous Professional Development) and contribute to The Action Group maintaining the Investors In People's standards.

k. Be responsible for own work life balance (e.g. taking Annual Leave at regular intervals, etc).

This job description may be amended following discussions with the postholder and with the approval of the Head of HR

Energy Adviser - Person Specification

What the Action Group looks for in an applicant:



Person Specification

Person specification		
Please explain how you meet the following criteria in your job application		
	Essential	**Desirable**
Qualifications		
Relevant degree or equivalent qualification		✓
City and Guilds in Energy Awareness		✓
City and Guilds in Renewable Energy in the Home		✓
Domestic Energy Assessor Accreditation		✓
Experience and knowledge		
Experience of assisting disabled people and/or carers or people from marginalised groups	✓	
A commitment to understanding barriers for marginalized group and a commitment to removing these	✓	
Experience of giving advice in a professional setting	✓	

Experience delivering energy advice.		✓	
Experience of working with a range of individuals and organisations		✓	

Skills and Attributes

Excellent communication skills and ability to communicate with a broad range of people, both written and verbal, over the phone and face to face	✓		
Digital confidence (Microsoft 365 and case management systems)	✓		
Strong planning, caseload organisation and record-keeping	✓		
Person-centred	✓		
Confident public speaker and presenter	✓		

Personal qualities and attributes

A team player; flexible in approach	✓		
Well-organised and able to manage own time	✓		
Enthusiastic and interested in helping people	✓		
An understanding of fuel poverty issues		✓	
Willingness and ability to complete City & Guilds Level 3 Energy Awareness (or equivalent).	✓		

Additional requirements

Full valid driving licence and access to a car or other ways of fulfilling the travel requirements of the job	✓		

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