

# Warm Homes Adviser



**Context of role:** To help clients maximise their income through utility bill reduction and energy saving measures

**Reporting to:** Warm Homes Supervisor

**Hours:** 37.5 hours a week. Job share considered. Hybrid working, between our office in Saffron Walden and home. Occasional weekend working may be required to take part in local awareness building activities

**Salary:** **£22 - £24,000 dependent on experience**  
One year initial contract - may be extended subject to funding

**Application Process:** Submit completed application form by email together with a covering letter describing why you are suitable for the role.

**Please note that CV's will not be accepted.**

**Forms should be downloaded from [www.uttlesfordca.org.uk](http://www.uttlesfordca.org.uk) and emailed to [jo.hancock@uttlesfordca.org.uk](mailto:jo.hancock@uttlesfordca.org.uk)**

**Closing date:** Interviews will be ongoing until the position is filled

**Start Date:** As soon as possible

## **Want to chat about this role?**

If you want to chat about the role further, you can contact Kate Robson by emailing [kate.robson@uttlesfordca.org.uk](mailto:kate.robson@uttlesfordca.org.uk) or calling 01799 526557

# About Uttlesford Citizens Advice

Citizens Advice is a unique local charity, helping around 3,000 people each year to deal with difficulties in their lives, such as job loss, illness, bereavement or relationship breakdown.

We give people the knowledge and the confidence they need to find their way forward – whoever they are and whatever their problem.

Our service is delivered primarily by our dedicated and well trained team of volunteers, supported by 26 part-time members of staff.

We are a member of the national body of Citizens Advice.



## The role

As a dedicated Warm Homes Advisor, you will join a close-knit team. We are looking for an energy efficiency champion, who loves to find ways to improve people's lives by helping them use less energy, live more sustainably, and be warm, healthy and comfortable in their own homes.

By providing support and advice to those who may be at risk of fuel poverty, isolation and ill health, you will help to tackle fuel poverty, reduce avoidable health inequality and improve the health and wellbeing of residents.

The delivery of warm homes information & advice will be primarily through phone work and email but there may be a small amount of face to face work. Good IT skills and a friendly phone manner are essential.

As part of this role you will undertake training, which will lead to a City and Guilds Level 3 qualification in Energy Awareness.

## **Main duties and responsibilities:**

- Provide reliable and effective quality assured advice for those vulnerable to fuel poverty.
- Develop and maintain effective admin systems and records relevant to the role.
- Attend regular meetings relevant to the role.
- Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within the team.
- Actively refer clients to other Citizens Advice offices and team members using established protocols.
- Work with environmental health to complete work on targeted projects.
- Keep informed of new and changing legislation relevant to the post and of issues and policies in energy advice areas.
- Collect outcome information and data and assist project reporting.
- Keep up to date with Citizens Advice aims, policies and procedures and ensure these are followed.
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
- Keep up to date with research and campaigns issues and ensure research and campaigns are promoted and integrated in a way relevant to the role.
- Abide by health and safety guidelines and share responsibility for your own health and safety and that of colleagues.
- Identify your own learning and development needs and take steps to address these.
- Carry out any other tasks within the scope of the post to ensure the effective delivery and development of the service.

## **Personal skills and qualities:**

### **Essential**

- A commitment to the aims and principles of the Citizens Advice service.
- Knowledge and understanding of the problems people face in the local community
- Ability to quickly attain the certificate in general advice
- Ability to use systems to collect, collate and share information about project achievements and outcomes.
- Open and approachable
- Ability to communicate clearly both orally and in writing.
- Basic mathematical skills
- Respect for views, values and cultures that are different to their own.
- An understanding of why confidentiality is important.

- Ability to work as part of a team.
- Ability to recognise their own limits and boundaries in the role
- Good I.T. skills
- The post holder must be willing to work towards the Level 3 qualification in Energy Awareness and undergo training in case management software and phone systems

## **Desirable:**

- Experience (either paid or voluntary) as an adviser or caseworker in the not for profit advice sector
- C&G L3 Energy Awareness and/ or L4 Decarbonising Homes: Technologies, Impacts and Solutions

Uttlesford Citizens Advice is committed to providing a supportive and inclusive culture. We recognise the positive value of diversity, promoting equality and fairness, and challenging discrimination.

We welcome our legal duties not to discriminate as a service provider and an employer. We aim to go beyond the narrow scope of legislative compliance and follow best practice, making equality, fairness and diversity a fundamental part of all our activities.

We recognise people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable.

Uttlesford Citizens Advice will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, gender identity (transgender), disability, nationality, national or ethnic origin, religion or belief, marital / partnership or family status, caring responsibilities, sexual orientation, age, social class, educational background, employment status, working pattern, trade union membership or any other factor.