

Job Title	Energy Matters Advisor
Reports To	Managing Director
Job Location	Based in Lancaster and Morecambe with some district-wide travel required. Potential for some home working.
Working hours	20 hours per week. Schedule may vary and could include occasional evenings and weekends.
Remuneration	£25k per annum (pro-rata) plus 5% employer pension contribution
Introduction to the role	<p>Green Rose CIC provides advice, support and training for local residents and organisations about home energy, carbon emissions, and domestic retrofit. We provide free home visits and advice telephone calls to eligible households in, or at risk of, fuel poverty. We also provide a free phone advice service, run a Local Energy Champions training programme, and work with other agencies to run the Lancaster Sustainability Hub.</p> <p>We are excited to build on these services in partnership with North Lancashire Citizens Advice through the new Energy Matters Project. This brings together advice, home energy support and education to the most vulnerable households in Lancaster District. These households will be supported with multiple in-depth home advice visits and extra help from both organisations to reduce their energy bills and stay warm and well. The service will also provide a route into other advice and support services.</p> <p>The Energy Matters Advisor will be at the forefront of delivering this project. You will be working with vulnerable households to offer energy advice, support and sign posting. This will include home visits, drop-ins and attending community events.</p> <p>Working closely with members of the community and local agencies, you will need to have excellent people skills, the ability to build a rapport with individuals, an understanding of working with vulnerable adults, and the ability to keep high standards of courtesy and professionalism.</p>
Main Tasks and Requirements	<ul style="list-style-type: none"> • Provide home energy advice and support to local households through home visits, follow up calls and ongoing support. • Provide community outreach through attending community events, running drop-ins and liaising with local organisations working with vulnerable service users.

	<ul style="list-style-type: none"> • Coordinate with the Energy Matters Project team to ensure targets are met and reported on. • Offer a high quality of customer service and be a good representative for Green Rose CIC and the Energy Matters Project. • Undertake necessary training which will include in house Energy Champion training and a City and Guilds Level 3 in Energy Awareness (6281-01), a nationally recognised qualification for energy advisors. <p>This role is subject to a successful DBS check.</p>
<p>Working Relationships</p>	<p>The role will involve a close working relationship with the Green Rose CIC directors and members of the Energy Matters team from Citizens Advice North Lancashire. This role is community based and you will work closely with local public and voluntary sector organisations whose service-users we will be helping.</p>
<p>Essential skills, experience, and attributes</p>	<ol style="list-style-type: none"> 1. Commitment to helping vulnerable households and the local community 2. Demonstrable experience providing high quality customer service 3. Strong capacity to work cooperatively as part of a small team and to work on own initiative without day-to-day supervision 4. Excellent communication skills to advise and educate local residents and work in partnership with community organisations 5. Good written communication and IT skills to provide monitoring data and complete administrative tasks 6. Practical ability to demonstrate and fit small energy saving measures 7. Willingness to learn about energy saving and retrofit in homes 8. Strong organisational skills to plan and deliver drop-in sessions and community outreach events. Ability to organise your diary and work flexibly to fulfil commitments. 9. Ability to travel independently in the Lancaster District.
<p>Desirable skills, experience, and attributes</p>	<ol style="list-style-type: none"> 1. Experience of providing advice and support services 2. Experience of lone working or working with vulnerable individuals 3. Experience working in the home energy, or home improvement sector 4. Experience of working in or with local authorities, housing associations, community groups or other organisations supporting low income and vulnerable households