

## **Job Description**

### **Trainee Energy Advisor**

#### **Main purpose**

The main purpose of this role is to provide energy advice to householders by telephone and email. You will be expected to provide information to help householders and clients access the appropriate support while maintaining accurate and detailed records of all interactions with clients.

#### **Specific responsibilities**

- To work on the advice line and/or other telephone advice projects making and receiving calls from people who may need help with energy related issues.
- To record client details and use knowledge to assess help and support needed.
- To refer clients onto other support organisations in their area as appropriate.
- To identify energy improvements that can be made to clients' properties and refer to installers who can fit them.
- To help vulnerable clients make applications for grants and switch energy tariffs where appropriate.
- To listen attentively to callers (some of whom may be in distress) and respond to their needs in an empathetic way.
- To be familiar with and adhere to advice line protocol, processes and procedures.

#### **Working relationships and contacts**

- The postholder will work closely with immediate colleagues in the HES team and will develop and maintain effective communication and working relationships with colleagues across CSE.

#### **Place of work and other requirements**

- This post is based at the CSE office in Bristol. Some home working may be required after initial probationary period.
- This post is subject to a DBS check.
- The postholder will undertake the HES Training Programme and includes a City & Guilds qualification in Energy Awareness.

#### **Person specification**

See below

Requirements	Essential	Desirable
<b>Educational or professional qualifications</b>	<ul style="list-style-type: none"> <li>• Minimum Maths/English GCSE or equivalent.</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of giving advice, customer service or helping others in some capacity.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of giving advice over the telephone.</li> <li>• Experience of working with vulnerable clients and/or people in financial hardship.</li> </ul>
<b>Skills and abilities</b>	<ul style="list-style-type: none"> <li>• Ability to respond to clients in a respectful and engaging manner.</li> <li>• Ability to communicate effectively with people verbally and in writing.</li> <li>• Ability to work in a team.</li> <li>• Ability to maintain admin systems independently and accurately.</li> <li>• Able to take responsibility for your own work and seek support where necessary.</li> <li>• Highly organised at managing time and workload.</li> <li>• Skilled in use of MS office applications including Word, Excel and Outlook.</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience of working in the energy or advice sector.</li> <li>• Knowledge and experience of using databases.</li> <li>• Knowledge of using MS Teams and Zoom.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Empathy and compassion.</li> <li>• Awareness of the need to maintain own wellbeing.</li> <li>• A commitment to CSE's aims and an ability to demonstrate the CSE core values of collaboration conscientiousness and initiative.</li> </ul>	