

## Job Description

<b>Role Title</b>	<b>Energy Advisor</b>		
<b>Team</b>	Loans and Grants		
<b>Line Manager</b>	Team Leader - Extended Hours		
<b>Perm/ Fixed Term</b>	Fixed term: to 31 March 2022	Grade 5	
<b>Job Purpose</b>	<p>To provide telephone and online based energy advice to a wide range of householders in Scotland to motivate and enable them to take action to reduce their fuel bills, cut carbon emissions and make their homes warmer and more comfortable.</p> <p>You will provide this advice as part of a team delivering our extended hours service. Your total working hours will be 27.5 hours a week on a rota basis covering the periods of 8am-9am Monday -Friday, 4.30pm-8.30pm Monday-Friday and 9.00am-5.30pm on Saturdays.</p> <p>The role is home-based therefore you will be able to work remotely anywhere within Scotland.</p>		
<b>Resource Management Responsibilities</b>	<b>Budget/ Equipment Accountabilities</b> Nil	<b>People (EST) Accountability</b> Nil	<b>Contractor Accountability</b> Nil
<b>Critical Accountabilities</b>	<ul style="list-style-type: none"> <li>• Deliver accurate, independent, impartial, relevant and engaging energy advice to householders both by phone and email.</li> <li>• Advise on a range of topics including energy efficiency, home renewables, affordable warmth, low carbon transport and water efficiency. (Full training will be provided.)</li> <li>• Accurately enter details of all advice and information given and customer details on EST's database following data protection guidelines.</li> <li>• Create referrals for additional support such as energy efficiency measures and benefit checks as required.</li> <li>• Send out appropriate information to customers advised.</li> </ul>		

Competency Requirements	Level 1 (+)	Level 2	Level 3	Level 4 (-)
Communication, interpersonal and negotiation skills			X	
Business Sense			X	
Delivering results			X	
Applying knowledge and expertise			X	
Customer Focus		X		
Change Management				X
Influencing People			X	
Team Working		X	X	
Knowledge, skills and qualifications required	<p><b>Must have:</b></p> <ul style="list-style-type: none"> <li>• A proven track record in delivering excellent customer service.</li> <li>• Excellent verbal and written communication skills, including ability to communicate effectively with vulnerable customers.</li> <li>• Excellent organisational skills with good ability to prioritise tasks within a demanding environment.</li> <li>• Ability to record data accurately while speaking to a customer.</li> <li>• The ability to work under own initiative with minimal supervision.</li> <li>• Strong administrative experience demonstrating excellent administrative and numeric skills.</li> <li>• Experience of working as a key member of a multi-skilled team with an ability to deal effectively with people at different levels of seniority.</li> <li>• Experience of working in a quality-audited environment and complying with set organisational procedures and processes.</li> <li>• Good IT skills, particularly MS Word, MS Excel and databases.</li> <li>• An enthusiastic and positive approach.</li> <li>• Experience or ability to work in a remotely based team.</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• City &amp; Guilds 6176 in Energy Awareness.</li> <li>• A working knowledge of energy efficiency, fuel poverty, renewable energy, sustainable transport and water efficiency.</li> <li>• Experience of delivering advice by phone.</li> </ul>			