# Job Description

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<tr>
<th>Role Title</th>
<th>Fuel Poverty Support Officer</th>
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<tr>
<td>Job Family &amp; Category</td>
<td>Customer Excellence, Officer</td>
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<tr>
<td>Team</td>
<td>Home Energy Scotland</td>
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<tr>
<td>Line Manager</td>
<td>Fuel Poverty Partnerships Manager</td>
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<tr>
<td>New/ Existing Role</td>
<td>Existing</td>
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<td>Perm/ Fixed Term</td>
<td>Permanent</td>
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## Job Purpose

Support and manage correspondence relating to Warmer Homes Scotland application appeals and complex cases.

Appropriately respond to advice centres’ need for guidance on applications for Warmer Homes Scotland and for crisis funding, for vulnerable fuel poor households.

Support specialist advisors in the Home Energy Scotland network to:

- assist and advise vulnerable households remotely, in the home and face to face.
- provide ongoing guidance for specialist advisors to access funding for heating fuel, energy efficient appliances, Warm Home Discount and other financial support related to energy use and the energy price crisis.

Collaborate with other members of the Home Energy Scotland team to:

- co-ordinate, manage and improve the in-home and remote advice and support provided by the Energycarers in the Home Energy Scotland advice network, and support provided to vulnerable householders experiencing fuel poverty that are not supported by a specialist.
- provide a world class level of support to, and improve the wellbeing of, the vulnerable households that this service supports.

## Key responsibilities

Work with Home Energy Scotland advice centres

Direct and support the activity of the Energycarers and specialist advisors based in the Home Energy Scotland advice centres:
Organise and in some cases deliver training, workshops, guidance and materials to help staff within the advice centres improve quality and performance when delivering intensive advice to vulnerable households to improve the outcomes achieved.

Produce and disseminate advisor materials and guidance to support advice and referrals for vulnerable householders (advisor Fast Facts, Bulletin articles, FAQs).

Monitor the monthly reporting from the advice centres on Energycarer in-home and remote advice, ensuring the information being provided and logged on our CRM meets the standard required and that the centres are on track to meet their targets.

Develop a process to gauge customer satisfaction and analyse feedback for the continuous improvement of the Energycarer and specialist advisor service for vulnerable fuel poor households.

Support and inform the development of CRM to meet the needs of Home Energy Scotland services to our Energycarer and specialist advisor service for vulnerable fuel poor households.

Work with partnerships and stakeholders:

- Support, as required, the Home Energy Scotland team’s relationship with Scottish Government leads and Warmworks by arranging and documenting meetings; monitor and support appeals put forward by advice centres and customers; ensure co-ordination with Warmworks’ Regional Customer Service Officers and advice centres’ Warmer Homes Scotland Champions.
- Support the wider work of the Home Energy Scotland team as required.

Knowledge, skills and qualifications required

Essential:

- Knowledge of energy efficiency and fuel poverty.
- Excellent communication skills, both written and verbal.
- Ability to build relationships and influence internal colleagues and external stakeholders.
- Confidence in making presentations and able to use MS Teams, Zoom or other apps to facilitate online meetings and workshops.
- Good organisational and administrative skills.
- Ability to prioritise tasks within a demanding environment.
- Good analytical and research skills.
- Agile and creative problem-solving.
- Confident using customer relationship management and case management IT systems.
- Ability to work as part of a team and on own initiative.
- Results orientated with the ability to work to deadlines, handle change, solve problems and make tactical and strategic decisions.
- Focused on quality and client and customer satisfaction.
- A willingness to learn about, engage with and support our efforts to become a more diverse, inclusive and equitable organisation.

Desirable:

- Awareness of current environmental drivers and issues in Scotland.
- Passion for social justice.
- Knowledge of organisations that offer advice and support to low-income households, older people, people with disabilities and other disadvantaged groups.
- Knowledge of Warmer Homes Scotland and Home Energy Scotland.
- Experience of handling appeals and feedback sensitively with customers and their representatives including MPs/MSPs.