

## Job Description

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| <b>Role Title</b>                               | <b>Energy advisor</b>   |
| <b>Job Family &amp; Category</b>                | <b>Technical specialist: Energy advisor</b>   |
| <b>Team</b>                                     | Consumer advice   |
| <b>Line Manager</b>                             | Team Leader – Extended Hours  |
| <b>New/ Existing Role</b>                       | New   |
| <b>Perm/ Fixed Term</b>                         | Permanent   |
| <b>Resource and Management Responsibilities</b> | <ul style="list-style-type: none"> <li>▪ <b>None</b></li> </ul>   |
| <b>Job purpose</b>                              | <p>Providing telephone, written and online-based energy advice to a wide range of householders across Scotland. Motivating and enabling them to take action to reduce their fuel bills and cut carbon emissions, making their homes warmer and more comfortable.</p> <p>Delivering world class customer service, listening and responding to customers' individual needs, drawing on a breadth of energy efficiency, low carbon technology, sustainable energy and affordable warmth knowledge to tailor advice appropriately.</p>  |
| <b>Key responsibilities</b>                     | <ul style="list-style-type: none"> <li>▪ Move between telephone, email and digital energy advice channels as required, swiftly learning and applying different advice techniques for each while at all times meeting high quality and customer service standards.</li> <li>▪ Use existing resources to deliver individually tailored, accurate, independent, impartial, relevant and engaging energy advice to consumers by phone, email and online, providing exceptional customer service.</li> <li>▪ Advise on a wide range of topics including energy efficiency, home renewables, low and zero carbon heating, 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 our database following data protection guidelines.</li> <li>▪ Identify appropriate support based on the household's circumstances, signposting and creating referrals programmes offering additional support such as energy efficiency measures and</li> </ul> |

benefit checks as required.

- Learn about new digital tools and service delivery channels and understand how our customers will use them to find the support they are looking for.
- Ensure high quality standards are maintained and performance levels are met.
- A willingness to learn about and support our efforts to become a more diverse, inclusive, equitable and sustainable organisation.

### **Impact description**

#### **Within one month, you will:**

- Learn about the aims of the scheme and the customer journey.
- Begin to support the smooth operation of the team.
- Become confident with our processes and systems.

#### **Within three months, you will:**

- Support the delivery of the service.
- Become confident with our customer experience and quality framework.

#### **Within six months, you will:**

- Support the team to where you can have the most positive impact in supporting energy consumers in vulnerable situations and delivering a just transition to Net Zero.
- Confidently provide more impactful detailed and comprehensive support and advice to customers.
- Work towards maintaining and delivering excellent customer service to consumers.

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| <p><b>Knowledge, skills and qualifications required</b></p> | <p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>▪ A proven track record of delivering world class customer service in an advice setting.</li> <li>▪ The ability to learn and apply new knowledge quickly.</li> <li>▪ Excellent verbal and written communication skills; including ability to communicate technical subject matter clearly and effectively with vulnerable customers.</li> <li>▪ Ability to record data accurately while speaking to a customer.</li> <li>▪ The ability to work under own initiative with minimal supervision and the ability to resolve queries.</li> <li>▪ Sound knowledge of using MS Office suite.</li> <li>▪ Willingness to learn about best practice for customer experience and operational efficiency and ensure we deliver the best possible advice to customers.</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>▪ Knowledge and understanding of energy efficiency and existing energy schemes.</li> <li>▪ City and Guilds Energy Awareness 6281-01 (Level 3) qualification or equivalent.</li> <li>▪ Experience of working in a quality-audited environment and complying with set organisational procedures and processes.</li> <li>▪ A passion for supporting a wide range of customers in different situations through their journey.</li> <li>▪ An understanding that each customer has unique needs, and all support should be tailored and beneficial to each customer's circumstances.</li> </ul> |
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