

## Job Description

<b>Role Title</b>	<b>Energy advisor (Retrofit advice programme)</b>
<b>Job Family &amp; Category</b>	<b>Customer Excellence/Assistant</b>
<b>Team</b>	<b>Consumer Advice</b>
<b>Line Manager</b>	<b>Team leader</b>
<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>▪ None</li> </ul>
<b>Job purpose</b>	<p>The role is for an exciting new regional programme in the Northeast of England that will support householders to progress with domestic energy retrofit. The programme includes a one-stop shop (providing digital and telephone-based advice) which will form the central point for domestic retrofit enquiries in the Newcastle, North Tyneside, and Northumberland region as well as providing engagement and advice activity at local community level via consortium partners in the wider Northeast region.</p> <p>The Energy Advisor role forms part of a team delivering effective and informative advice to householders on energy efficiency. Energy Advisors take inbound calls and make pro-active outbound calls as well as emails to encourage and record actions taken by households towards achieving a low carbon lifestyle.</p> <p>The Energy Advisor will be key in delivering excellent customer service and driving call standards to increase Energy Saving Trust's engagement with consumers in the UK.</p>
<b>Key responsibilities</b>	<p>You will be responsible for ensuring performance levels are met in terms of:</p> <ul style="list-style-type: none"> <li>▪ Providing excellent customer service, exceeding the minimum standard of call quality required.</li> <li>▪ Ensuring all enquiries are answered within specified service levels.</li> <li>▪ Ensuring all enquiries are accurately recorded within specified</li> </ul>

timescales.

- Ensuring individual and team targets are achieved within specified timescales.
- Providing timely and proactive follow-up information via telephone and via email.

You will have:

- 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 a world class service to consumers.

**Knowledge, skills  
and qualifications  
required**

**Essential:**

- Proven experience of delivering a high standard of customer service.
- Experience working within a target-focused environment.
- Excellent telephone, and written skills.
- Good IT skills (Microsoft Office suite, internet, use of CRM databases).
- Level 3 Award in Domestic Retrofit Advice or willing to undertake the training for this award upon commencing employment in the role.
- Be based in the Newcastle, North Tyneside, or Northumberland region given the regional focus to the programme.

**Desirable:**

- Knowledge and understanding of energy efficiency and renewable energy systems.
- City and Guilds energy efficiency awareness level 3
- The ability to communicate difficult subject matters easily.