

## Job Description

<b>Role Title</b>	Fuel poverty support officer
<b>Job Family &amp; Category</b>	Customer excellence: officer
<b>Team</b>	Home Energy Scotland
<b>Line Manager</b>	Fuel poverty partnerships manager
<b>New/ Existing Role</b>	Existing
<b>Perm/ Fixed Term</b>	Fixed Term until 30 September 2025
<b>Resource and Management Responsibilities</b>	<ul style="list-style-type: none"> <li>▪ None</li> </ul>
<b>Job purpose</b>	<p>Working as part of the fuel poverty team you will support and manage correspondence relating to Warmer Homes Scotland application appeals, complex cases and escalated complaints.</p> <p>You will respond to the Home Energy Scotland advice network's need for guidance on applications for Warmer Homes Scotland, crisis funding, and other support for vulnerable fuel poor households.</p> <p>You will collaborate with other members of the Home Energy Scotland team to:</p> <ul style="list-style-type: none"> <li>▪ Co-ordinate, manage and improve the in-home and remote advice and support provided by Energycarers in the Home Energy Scotland advice network, and support provided to vulnerable householders experiencing fuel poverty.</li> <li>▪ Help public facing colleagues to provide a world class level of support to, and improve the wellbeing of, the vulnerable households that this service supports.</li> </ul>

<p><b>Key responsibilities</b></p>	<ul style="list-style-type: none"> <li>▪ Direct and support the activity of our Energycarers – specialist advisors who support people with complex needs or vulnerability, and specialist advisors based in the Home Energy Scotland advice centres.</li> <li>▪ 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.</li> <li>▪ Produce and disseminate advisor materials and guidance to support advice and referrals for vulnerable householders.</li> <li>▪ Monitor the monthly reporting from the advice centres on in-home and remote advice, ensuring the information being provided and logged on our customer relationship management system (CRM) meets the standard required and that the centres are on track to meet their targets.</li> <li>▪ 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 and advice centres.</li> <li>▪ A willingness to learn about and support our efforts to become a more diverse, inclusive, equitable and sustainable organisation.</li> </ul> <p><b>Impact description</b></p> <p><b>Within one month, you will:</b></p> <ul style="list-style-type: none"> <li>▪ Complete the onboarding process, inclusive of systems training and develop a strong working knowledge of how Home Energy Scotland’s advice service operates.</li> <li>▪ Hold introductory meetings with key colleagues and stakeholders, including colleagues in Home Energy Scotland, the advice centres, and other Energy Saving Trust teams.</li> <li>▪ Develop the knowledge base you will need to confidently support the recording of Energycarer activity and the processes for managing our appeals and escalated complaints inboxes.</li> </ul> <p><b>Within three months, you will:</b></p> <ul style="list-style-type: none"> <li>▪ Process Warmer Homes Scotland appeals and escalated complaints and be able to correctly identify whether they are correctly lodged and submit or redirect them as required.</li> <li>▪ Understand the CRM process for monitoring recording of Energycarer activity and be able to advise centres on incorrectly</li> </ul>
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	<p>recorded activity.</p> <ul style="list-style-type: none"> <li>▪ Understand the process of updating and creating process guides for referrals from Home Energy Scotland to external sources of support.</li> <li>▪ Be responsible for minuting meetings with key stakeholders.</li> </ul> <p><b>Within six months, you will:</b></p> <ul style="list-style-type: none"> <li>▪ Fully support the Home Energy Scotland advice network to achieve the Energycarer and fuel poor support outcomes, including hosting meetings, writing/amending process guides and liaising between Home Energy Scotland and key stakeholders, especially Warmworks.</li> <li>▪ Be able to independently process escalated complaints and Warmer Homes Scotland appeals.</li> <li>▪ Organise and chair monthly Energycarer and 'Warmer Homes Scotland Champions' meetings.</li> </ul>
<p><b>Knowledge, skills and qualifications required</b></p>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>▪ Well-developed communication skills, both written and verbal.</li> <li>▪ Ability to build relationships and influence internal colleagues and external stakeholders.</li> <li>▪ Confidence in making presentations, delivering workshops and facilitating meetings, in person and online.</li> <li>▪ Good organisational and administrative skills.</li> <li>▪ Ability to prioritise tasks within a demanding environment.</li> <li>▪ Agile and creative problem-solving.</li> <li>▪ Confident using customer relationship management and case management IT systems.</li> <li>▪ Ability to work as part of a team and on own initiative.</li> <li>▪ Focused on quality and client and customer satisfaction.</li> </ul>
	<p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>▪ Knowledge of energy efficiency, the fuel poverty context and the associated public and third sector landscape.</li> <li>▪ Knowledge of organisations that offer advice and support to low-income households, older people, people with disabilities and other disadvantaged groups.</li> <li>▪ Knowledge of Warmer Homes Scotland and Home Energy Scotland.</li> <li>▪ Experience of handling appeals and feedback sensitively with customers and their representatives including MPs/MSPs.</li> </ul>