



**Rural Cambs**

# **Community Energy Adviser (Energy Redress)**

Thank you for your interest in working at Citizens Advice Rural Cambs (CARC). This document should give you everything you need to know to apply for this role and what it means to work at a local Citizens Advice.

In it you'll find:

- Terms
- The role, profile and personal specification
- Our values
- 3 things you should know about us
- How Citizens Advice Rural Cambs works
- What we give our staff



## Terms

- **Location:** Based at the Wisbech office and covering Fenland with requirement to travel to meetings and offices/locations.
- **Hours:** Full time (37 hours FTE) and part time hours available
- **Salary:** £25,762.36 - £29,225.56 (pro-rata) depending on experience.
- **Type of contract:** Fixed term to 30<sup>th</sup> June 2027
- **Reporting to:** Community Energy Advice Project Lead
- **The project:** We are seeking a passionate, community-focused Energy Adviser to support residents across rural Cambridgeshire.

The role involves delivering community-based, face-to-face energy advice within local community settings, helping vulnerable households reduce energy costs, improve home comfort, and lower carbon emissions.

By working directly with local communities, you will empower residents to manage energy challenges effectively while delivering meaningful social, economic, and environmental benefits.



## Purpose of the role

- To work as part of the Energy Advice team to provide a service to clients of Citizens Advice Rural Cambs.
  - complete an introduction to Citizens Advice and training for your role
  - Provide information, advice and casework covering a range of energy related issues
  - Undertake mandatory NEA Level 3 training
  - Refer other related problems where they are an integral part of their case to other advisers or specialist agencies
  - Build on existing partnerships to help vulnerable people impacted by poverty

### The role will entail providing advice via:

- Face-to-face community based advice appointments
- Home visits to vulnerable households when required
- Telephone and virtual advice appointments
- Raise awareness through community events and workshops



## Duties and responsibilities

- To manage own workload and take responsibility to meet the project targets, ensuring compliance with the funding requirements.
- Deliver a comprehensive community based energy advice service
- talk to clients face to face, over the phone, or online to provide support to consumers in or at risk of fuel poverty with matters related to:
  - Fuel options, tariffs and energy bills
  - Energy and thermal efficiency measures
  - Advice to support with relief from fuel poverty and fuel debt, including identifying and obtaining financial support and referring to other advisers and partners as appropriate.
- Explore the clients' energy related problems and provide reliable sources of information and advice to help alleviate their issues.
- support clients to resolve their energy related problems. This might include support with complaints or customer service issues with an energy company
- Complete and maintain accurate case records to reflect case progress
- Identify and accurately record all financial and non-financial outcomes
- Establish good working relationships with colleagues, partners and stakeholders working closely with a wide range of agencies
- Support the implementation of the organisation's Energy Advice plan.
- Support the monitoring progress against the project plan on an ongoing basis
- Produce 1 case study per quarter
- Carry out any task that may be within the scope of the post to ensure the effective delivery and development of the service.
- To positively represent Citizens Advice Rural Cambs and demonstrate commitment to the aims and policies of the Citizens Advice service
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

### **Research and Campaigns**

- Assist with research and campaigns work by providing information as appropriate.
- Alert clients to research and campaign options.
- Professional Development
- Keep up to date with legislation, policies and procedures and undertake appropriate training.

### **Administration**

- Attend relevant internal and external meetings as agreed with line manager.
- Use IT for statistical recording of information relating to research and campaigns and funding requirements, record keeping and document production.
- Ensure all work conforms to the organisation's systems and procedures.

### **Professional Development**

- To keep up to date with legislation, case law, policies and procedures relating to Consumer Energy.
- Take responsibility for acquiring the required training to deliver a high quality client experience
- Attend relevant internal and external meetings as agreed with the line manager.
- Prepare for and attend supervision sessions/team meetings/management team meetings as appropriate.
- Assist with initiatives for the improvement of services



## **Person specification**

### **Essential Criteria**

1. Ability to commit and work within the aims, principles and policies of the Citizens Advice service.
2. Proven understanding of equality, diversity and inclusion and its application to the provision of advice.
3. Proven ability to interview clients using sensitive listening and questioning skills to get to the root of issues and empower clients, whilst maintaining structure and control of meetings.
4. Be committed to obtain the NEA Level 3 certificate in Energy Awareness
5. Be committed and passionate to deliver Energy advice independently in all settings which includes, office, community venues and clients homes
6. Recent, relevant experience of working within community settings
7. Proven ability to work with/support vulnerable clients with complex needs.
8. Excellent interpersonal skills, including the ability to relate and work with a large variety of different people.
9. Understanding of the issues affecting society and their implications for the client and service provision.
10. Proven ability to manage own workload and meet funders requirements
11. Ability and willingness to work as part of a team

12. Ability to monitor and maintain own standards
13. Proven ability to research, analyse and interpret complex information, produce and present clear reports verbally and in writing. Ability to relay information in a clear and concise manner to others.
14. Proven ability to use IT applications to record and understand statistics, and check accuracy of calculations.
15. Be non-judgmental and respect views, values and cultures that are different to your own
16. Be willing to undertake training in your role
17. Access to a vehicle for travel between sites (mileage allowance paid)

### **Desirable Criteria**

18. Citizens Advice generalist adviser qualification/experience
19. Minimum 1 year experience of delivering energy advice
20. Obtained the NEA Level 3 award in Energy Awareness
21. Obtained the NEA Level 4 award in decarbonising homes

In accordance with Citizens Advice national policy the successful candidate may need to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.



## Our values

**We're inventive.** We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

**We're generous.** We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.



## 3 things you should know about us

**We're responsible.** We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

**1. We're local and we're national.** We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.

**2. We're here for everyone.** Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

**3. We're listened to - and we make a difference.** Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

# How Citizens Advice Rural Cambs works

**Citizens Advice Rural Cambs** is an independent local charity supporting residents in Fenland and Huntingdonshire by providing free independent, confidential and impartial advice. We also support clients in East Cambridgeshire through various projects.

**Our aim** is to provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives.



## What we give our staff

CARC invests in its staff and volunteers by providing the training skills and resources, enabling them to deliver a quality advice service.

Other benefits include:

- Employer contribution to Workplace pension 3%
- Annual Leave: 29 days pa (pro rata) including 8 Bank Holidays
- An option to purchase an additional working week's annual leave in a financial year (to be taken within that financial year)
- Additional holiday entitlement after completing 4 full years of service
- Up to 3 additional days annual leave, due to office/service being closed between Christmas and New Year
- A day off on your birthday or in the month of your birthday (this is in addition to annual leave entitlement)
- Flexible and hybrid working negotiable
- Learning and development opportunities
- Employee Assistance Programme
- Shopping and Lifestyle benefits scheme



## **Valuing inclusion**

Our staff and volunteers come from a range of backgrounds, and we particularly welcome applications from disabled people, people with physical or mental health conditions, neurodiverse, LGBT+ and non-binary people, and people from Black Asian Minority Ethnic (BAME) communities.