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**Energy Adviser**

Job pack

Thanks for your interest in working at Arun and Chichester Citizens Advice. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you’ll find:

* Our values
* 3 things you should know about us
* Overview of Citizens Advice
* The role profile and personal specification
* Terms and conditions
* What we give our staff

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| **Want to chat about this role?**  If you want to chat about the role further, you can email [jobs@arunchichestercab.org.uk](mailto:jobs@arunchichestercab.org.uk) |

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| **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**.**  **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.   |  |  | | --- | --- | |  | **3 things you should know about us** |   **1. We’re local and we’re national**. We have 6 national offices and offer direct support to people in 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.  **Overview of the Citizens Advice service**   |  |  | | --- | --- | | The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.  This role sits within our network of independent charities, delivering services from  ● over 600 local Citizens Advice outlets  ● over 1,800 community centres, GPs’ surgeries and prisons  They do this with:  ● 6,500 local staff  ● over 23,000 trained volunteers  Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live. | A diagram of a company  AI-generated content may be incorrect. | |

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AI-generated content may be incorrect. **The role**

We want people who are passionate about giving an effective service to those most in need. You will need to demonstrate that you can engage skilfully with clients who are vulnerable and distressed and have proven skills of working in a busy environment.

You will be a highly motivated strong team player with excellent interpersonal and organisational skills. You will have the ability to understand written and oral information of some complexity and have effective oral and written communication.

You will be employed by Arun and Chichester Citizens Advice and work from home. You will be giving energy advice to provide a high quality, effective and efficient advice service to those in fuel poverty throughout West Sussex. Advisers will be trained to City & Guilds L3 in Energy Awareness (training can be provided) to deliver holistic advice via telephone and online, including energy efficiency and income maximisation.

The role is fixed until March 2026 with a possible extension.

**The Citizens Advice service values diversity, promotes equality and challenges discrimination. We encourage and welcome applications from people of all backgrounds. We particularly welcome applications from disabled and Black, Asian and Minority Ethnic people, as they are currently underrepresented in our workforce**

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AI-generated content may be incorrect. **Role profile**

**Key Duties/Accountabilities**

1. To interview clients over the phone or online, providing appropriate advice and information, exploring options and implications to help clients set priorities and make decisions
2. To undertake a holistic approach to the client and deal with related issues as well as the presenting issues
3. To undertake casework on clients’ behalf, write letters and negotiate with third parties
4. To maintain clear and accurate case records that meets the quality standards of the Membership Scheme
5. To maintain records as required for continuity of casework, information retrieval, statistical monitoring, accountability and report preparation
6. To seek support as necessary to ensure quality of advice, good practice and that the degree of casework taken on is appropriate
7. To utilise an internal referral system between the advice centres in ACCA

**TRAINING**

1. Keep informed of new and changing legislation relevant to the post and of issues and policies in all advice areas
2. Complete the City & Guilds L3 Energy Awareness qualification (if do not already hold this)
3. Keep up to date with all the regular Citizens Advice circulars and information items
4. Attend regular training to develop knowledge, skills and expertise
5. Participate constructively in team meetings
6. The post holder must be willing to undergo training in Information & Communication Technology and case management software and apply it as needed to carry out the tasks of the post

**SOCIAL POLICY**

1. Recognise the root causes of problems and contribute social policy evidence in line with the twin aims of the Citizens Advice service, highlighting issues of particular concern to disadvantaged groups and clients in general
2. Participate in local and regional social policy initiatives developed by ACCA, its projects and partner organisations

**ADMINISTRATION**

1. Ensure that the information sources in use are up to date
2. Maintain statistics and analysis of work in accordance with ACCA procedures and funding conditions
3. Be responsible for own file management and letter writing and implement administrative procedures as directed by Line Manager
4. Record outcomes on the database throughout the case management process.
5. Contribute to reports for Line Manager giving update of project, including all financial outcomes and a sample of case studies
6. Liaise with the administration team for tasks such as appointment booking, sending letters or processing fuel vouchers

**POLICIES OF CITIZENS ADVICE**

1. The post holder must understand and be committed to the aims, principles and policies of Citizens Advice and the ACCA service
2. The post holder must have due regard in the planning and execution of their duties and at all times to the aims, principles and policies of ACCA and Citizens Advice

**ESSENTIAL**

1. Able to work unsupervised
2. Good IT skills
3. Commitment to continuous development
4. Experience working with vulnerable clients in a non-judgemental way
5. Experience with Citizen Advice systems and processes

**DESIREABLE**

1. C&G L3 Energy Awareness
2. Energy advisory experience
3. Experience working with clients who are facing fuel poverty

 **Person specification**

1. Proven ability to work to set targets
2. Understanding of and commitment to the aims and principles of the Citizens Advice service and its equal opportunities policies
3. Ability to deal with change and flexibility to amend practice as required by the project
4. A willingness to learn, develop and reflect on practice, including acting on feedback provided
5. Excellent interpersonal skills, including the ability to relate and work with a large variety of different people, including vulnerable clients
6. Ability to monitor and maintain own standards
7. Effective written and oral communication skills, including ability to record client situation and send follow up emails
8. Ability to use in house IT systems and be comfortable to make calls
9. Knowledge and understanding of the problems people face in our local community
10. Ability to work independently and manage own time effectively

**What we give our staff**

* Workplace pension available
* Employee Assistance Programme
* Commitment to continued professional development
* Supportive and flexible employer
* An opportunity to work within a team that is friendly, forward thinking and passionate about helping our community