

Job Description

Job Title: Energy Advisor Lead

Company: SaveEnergy CBS Ltd

Location: Predominantly working out in the community with some working from home, and occasional team days at local Maidenhead locations

Job Type: Part-Time, flexible hours including some weekend hours (22.5-30 hours per week)

Salary: £15 per hour, equivalent to a full-time salary of £29k

About Us

SaveEnergy CBS Ltd is a local, volunteer-led Community Benefit Society (a type of co-operative) with a mission to help every member of our community to reduce their energy consumption & bills and contribute to the lowering of carbon emissions, no matter their circumstance or ability to pay.

Our service is unique because we offer free expert energy advice and the support of trusted suppliers to undertake improvements to the fabric of people's homes, such as insulation, reducing condensation or draught-proofing. We also offer thermal imaging surveys and domestic energy assessments to support householders on their journey towards warm and comfortable homes that cost less to heat.

The paid-for services that we offer also enable us to provide free services to those parts of our community that cannot afford to pay, supported by grants and innovative financing, to ensure that no one is left behind.

Job Overview

The Energy Advisor Lead is a vitally important role, responsible for delivering free energy advice to all members of our community and identifying potential customers for further home visit assessments (either on a free or paid-for basis), as part of the wider service that we offer. This role will also take the lead on supporting our volunteer Energy Champions, who will also be delivering energy advice on our behalf in the community and on assembling the schedule of events for SaveEnergy to attend.

Supported by our Customer Engagement Manager who will work closely with you to identify opportunities and book our attendance at key events within a ten-mile radius of Maidenhead, you will:

- act as the ambassador and representative of SaveEnergy to our community, ensuring that we are a trusted and valued partner and friend to all that we work with
- represent us at energy efficiency events and advice clinics as well as a wide range of private and public events in the community, meeting people and encouraging them to start their energy efficiency journey
- use the Fairer Warmth app to support customers and recommend behaviour change, tariff switches & home improvements to reduce energy use
- work with and coordinate our volunteer energy advisors, supporting them as needed to
- offer a range of additional services to customers, including booking a handyman to install improvements, a thermal image survey, or a domestic energy assessment

Key Responsibilities

Deliver customer energy advice:

- identify and engage potential new customers for SaveEnergy at the events we attend and ensure that they sign up to the Fairer Warmth app, to enable us to provide follow up support
- using the skills and knowledge gained through the training provided, work with every householder that we meet to identify opportunities to reduce energy consumption
- talk customers through the Fairer Warmth home action plan process and assist them to make decisions on where and how to start their energy journey
- where relevant, signpost customers to agencies and support services that can assist them in securing grants and support to make improvements in their home, or with other aspects

Lead and support our team of advisors and volunteers:

- work with the Customer Engagement Manager to recruit and support SaveEnergy volunteers, as they train, practice and then provide advice to members of their community
- act as the expert guide to help our volunteers when they meet issues that they are not familiar of comfortable with
- provide backup and backstop support to ensure SaveEnergy's presence at booked events and appointments

Act as our ambassador in the communities that we serve:

- project a friendly and professional attitude and boost the reputation of SaveEnergy
- demonstrate enthusiasm for combatting climate change by reducing energy use and seeking to decarbonise wherever possible
- provide vulnerable members of the community and people without access to digital services with advice and support

Administrative Support:

- work with the Customer Engagement Manager to identify, plan and book our attendance at events, ensuring that there is an adequate staffing cover, and that all necessary equipment, stationery and marketing collateral are present as required
- ensure that all relevant data is captured and updated for every customer that we meet, using the Fairer Warmth app and its capabilities
- provide written updates and reports on the activities delivered by SaveEnergy Energy Advisors on a regular basis, in a template provided

Experience & Skills:

- Customer service or people-facing experience would be ideal, and you must enjoy engaging with people from all aspects and walks of life
- Excellent verbal and listening skills are vital, along with a good dose of empathy.
- An interest in and knowledge of energy efficiency measures and ways people can save energy and decarbonise at home (although full training will be provided)
- Organised and reliable with good time management and good administrative skills
- Computer-literate and comfortable using digital tools to provide and track advice.
- Ability to work independently and a part of a virtual team
- Successfully complete the NEA Level 3 Energy Awareness Course (at our expense)

Working Conditions:

Location: This is a Field-based role, delivered in a variety of locations within a 10-mile radius of Maidenhead. Daily travel will be required (all travel expenses will be reimbursed) with some working from home and occasional team meet-ups in local Maidenhead locations

Hours: 22.5/30 hours per week subject to mutual agreement, delivered flexibly to suit you.

To Apply:

Please submit your CV and a covering letter outlining your experience and qualifications for the Energy Advisor Lead position to kit@saveenergy.coop