# **Home Energy Advisor**

## Frequently Asked Questions

#### Question: How important is it that I have an energy efficiency qualification?

Actually, it is most important that you have experience in supporting people in the community, particularly those who are vulnerable or who face a number of challenges.

For example, we expect you will be helping people living in cold homes or finding it difficult to pay their energy bills, but who could also have linked issues around health or budgeting. A big part of your role will be understanding the situation the people you support are in and helping to identify and implement solutions for them. The energy efficiency advice and installing the measures will be part of the solution, and other parts might be, for example, referring people to other relevant types of support including health or financial help.

Therefore, while ideally you will have a good knowledge of domestic energy efficiency and hold a Level 3 Energy Awareness, Domestic Energy Assessor (DEA) or equivalent qualification, we will be looking for candidates who know how to provide support that makes a meaningful difference to the lives of people in the community. The role will also be served best if you are people-focused, personable, empathic, and resilient.

We can provide energy efficiency training to the right candidate(s).

### **Question: Looks like a very interesting role. I think I could fit in 2-3 home visits a day. Are my maths correct with expected earnings of £200-£300 per day?**

Our experience suggests two home visits a day is most practicable, with each visit attracting a £100 fee to you. So, yes, we should expect your earnings to be £200 per day based on completing 2 full home visits that day.

However, the remuneration is set out per home visit as there are some considerations around this, including:

* As a community-focused organisation, we want our home energy advice service to focus on meeting the needs of householders in our community. We ask that our Home Energy Advisors complete all tasks related to each home visit, ideally during the visit when with the householder.

For example, we anticipate that some home visits could involve phoning the energy supplier on behalf of the householder to help address issues (thinking how long you could be kept on the phone for), or that some clients will simply need the Advisor to spend a lot of time with them perhaps because there are complex issues or perhaps because they appreciate there is someone taking time to help them.

There will also be times where you will want to refer householders to other community groups and agencies who can help them further. While we’ll also be recruiting a further team member to support you in this, you may find it beneficial to the relationships you have with the householders and community organisations, and future work opportunities to ensure the referrals have delivered their intended outcome. Householder cases may also require follow up after the visit.

To quote an experienced Advisor: "visits take as long as they take".

* We are still relatively new to running a home energy saving service. We must consider this may mean we do not have many visits available each week. We are working with some amazing referral partners and continue to develop relationships with local organisations and groups who can help refer to us people who would benefit from Home Energy Advisor visits.
* Seasonality. Home energy advice is traditionally more in demand during the colder months. We do know that this year this hasn't particularly been the case as other advice agencies have found that requests for energy advice continue apace well into spring and over the summer. However, it might be that demand for our support fluctuates according to the season/weather.
* A full home visit is one for which we, Burnham & Weston Energy CIC and most of our partners, have generated a referral.

Sometimes, we might expect a referral for a home visit to come from a partner where they have already provided advice over the telephone. This ‘follow up’ visit will attract a smaller fee.

* Unfortunately, we are not funded for visits that do not happen, for example if a householder is not at home when you arrive for a booked home visit. Therefore, we have looked instead to make the amount we pay for the visits that are completed more generous to help compensate for this.

### **Question: I am interested in the role, but I am new to being self-employed.**

If you’d like some help setting yourself up as a self-employed contractor, we are lucky that in our area there is funded support available.

Depending where you live and the type of support you need, organisations very happy to have a chat with you include:

SBA CIC: https://www.sbacic.org/business-startup

The Hive: https://hivebusinesssupport.org/

Let us know if you want us to introduce you to either of them.