# Job description

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| **Job title** | Home Energy Advisor |
| **Job location** | Home working with visits to households in the area formerly defined as Sedgemoor and Weston-super-Mare and the surrounding area. |
| **Remuneration** | £100 per home visit |
| **Hours** | Part-time – we want to fulfil a minimum commitment: 6 home visits /equivalent of 2 days a week |
| **Contract** | Self-employed – job share considered |
| **Reporting to** | Impact & Development Director |

# About Burnham & Weston Energy

Burnham & Weston Energy is a not-for-profit community energy enterprise run by a small team of volunteer Directors. We own a 9.3MW (that’s 36,000 solar panels!) solar farm in Lympsham, Somerset. It is one of the largest community solar projects in the UK, generating electricity for the equivalent of over 2,000 homes.

We use the profits from selling the electricity we generate to benefit our local communities. Through our Sunshine Fund, we recently awarded £35k to local groups wanting to benefit people and the environment. We also aim to support the net zero transition and help local households struggling with fuel poverty.

Now Burnham & Weston Energy wants to create a vibrant local network of Energy Champions across the area formerly known as Sedgemoor and Weston-super-Mare who will support residents wanting to reduce their energy bills and find it easier to keep warm in their homes. In our search for our Home Energy Advisors we are on a mission to find those as passionate as we are about making sure that everyone needing it, receives this help.

For more information about Burnham & Weston Energy, [**see our website**](http://www.burnhamandwestonenergy.co.uk/).

# Home Energy Advisor – role description

Are you passionate about helping to take people from fuel poverty? Are you proven adept at providing practical solutions to vulnerable members of society?

You are the person we are looking for.

As a Home Energy Advisor, you will tailor advice and support to help residents in our communities manage their energy use more efficiently to cut fuel bill costs and ensure their homes are easier to keep warm.

We are in unprecedented times, given the rise in energy bills, the increasing cost of living, and the climate crisis. As such, we anticipate you will regularly support vulnerable members of our society as well as those new to finding it difficult to keep their homes warm.

Providing advice mostly face-to face with people in their homes, you will be a great listener and empathic in order to understand specific challenges faced by households. You will be confident in talking to people, passionate about providing positive solutions to risks identified and opportunities to improve the energy efficiency of their home environment.

You will also support residents by helping them install simple energy efficiency measures. These could include LED bulbs, draught excluders, and radiator reflectors, for example.

There will also be opportunities to signpost them to additional support services including funded retrofit measures, financial and debt advice, and health and wellbeing services.

We would also like you to join us at events such as drop in energy advice cafes. Help us, too, to deliver talks to community groups and build links with key local organisations.

#### Required experience

This is very much a people-focused role, so experience of supporting people with a caring, nurturing approach is required. You will need to show appreciation of what it means to support people in their own homes, and, as we would like you to introduce people to other support agencies, experience of working in the community and community support networks would benefit you in this role. Able to build rapport with residents and colleagues in the community, you will also need excellent communication skills and be happy to work flexibly and on your own initiative with minimum supervision.

Ideally you will have experience in energy efficiency and have a recognised qualification such as NEA Level 3 Energy Awareness, Domestic Energy Assessor or Retrofit Assessor - training can be provided to the right candidate. However, we will look for confidence in carrying out basic DIY as the role includes installing small energy efficiency measures such as changing light bulbs and fitting door brushes. There may also be an opportunity to progress to Retrofit roles for those interested.

Having your own vehicle, or access to one, for carrying out home visits, is important. You will be carrying light energy efficiency measures with you. However, do talk to us if you can’t cover the whole area. We can consider working with more than one Home Energy Advisor across our area.

You will also need a Disclosure and Barring Service (DBS) certificate in order to carry out the role.

This role offers a great opportunity for an enthusiastic individual who wants to work in an exciting and dynamic environment in a community-led organisation determined to make a positive difference to local people.

# Accountabilities

* Confidently advise residents on most effective use of energy, relative to their individual circumstances, mostly face to face, and sometimes via the telephone.
* Use initiative to provide solutions to a variety of residents’ challenges with energy costs and usage
* Working effectively with our team, partner organisations and others in the community to help deliver a full range of services and support for the benefit of each householder
* Accurately document all engagement with residents in line with company processes
* Always ensure the safe handling of customer sensitive personal data in line with the company data protection policy
* Ability to decide on the most appropriate means of communication (written and oral) and accurately deliver when updating, advising, and referring information to customers and colleagues.
* Identify and follow company guidelines for safeguarding concerns
* Proficiently update Customer Relationship Management (CRM) software systems and Microsoft (MS) Office systems
* Recognise when to escalate queries and opportunities
* Ability to steer conversations and keep visits and calls on track, whilst demonstrating empathy and understanding
* Work with Impact & Development Director as required to understand real time demand and establishment of priorities to ensure client needs are met

# Skills, Knowledge and Expertise

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| Knowledge and qualifications | * Proven qualification in energy efficiency: NEA Level 3 Energy Awareness, Domestic Energy Assessor or Retrofit Assessor (desirable – we can provide training to the successful candidate) * Full clean driving licence and access to a vehicle * Clear DBS check, less than 3 years old * Current knowledge of the energy efficiency and fuel poverty space and the roles of the public, private and voluntary sectors in tackling associated challenges |
| Person specification | • Passionate about helping people • Customer focussed • Active listening skills • Composure when faced with difficult situations / scenarios • Excellent verbal and written communication skills • Solution orientated • Attention to detail. • Methodical and organised with ability to multi-task • Accuracy in reporting & administration • Comfortable with using IT platforms. • Excellent time management • Organised and structured approach to work • Ability to work under pressure and to tight deadlines • Team player • Self-motivated, driven, and proactive • Ability to maintain highest level of confidentiality |

# How to apply

## To apply for the role

Please apply using our Application for Employment form. CVs will not be accepted. However, should you have any difficulties in using the application form, do get in touch – we will be pleased to discuss how we can best support you in applying for the role.

**Please apply as soon as you are able. We are keen to respond to demand for this service so would like to close the vacancy as soon as we identify a suitable candidate.**

## For an informal discussion

If you want to discuss the role prior to your application, **please call Lynda Wookey, our Impact & Development Director, on 01278 558 370 or drop her an email at lynda@burnhamandwestonenergy.co.uk.**