# **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. Are my maths correct with expected earnings of £300 per day?**

We're using the experience of other community energy groups to estimate that there should be adequate time in a day to carry out three home visits. So, yes, we should expect your earnings to be £300 per day based on completing 3 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. This will require that Home Energy Advisors will 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. To quote an experienced Advisor: "visits take as long as they take". On occasion, householder cases may also require follow up after the visit.
* We're setting up a new service. We must consider this may mean we do not immediately have many visits available each week. We are developing relationships with local organisations and groups who can help refer to us people who would benefit from Home Energy Advisor visits and [unfortunately] we are living in a time when these organisations are saying they have demand for our support. Plus, once we have recruited a Home Energy Advisor and have agreed a start date we can open up the referrals for visits and so start to get them booked in. However, as this is the first time we provide a home visit service, we still have to anticipate that it might take time to get to the point where we consistently have the targeted minimum of 6 visits a week booked for our Home Energy Advisor.
* 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, have generated a referral.

Sometimes, we might expect a referral for a home visit to come from our 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.**

I hope this is good news for you! Burnham & Weston Energy has partnered with SBA CIC so that we can offer the successful applicant(s) fully funded business support designed to help them establish themselves as a self-employed contractor.

There are two support packages available with different eligibility criteria:

* 1. Business Start-Up

The person(s) we select to work with us as our Home Energy Advisor will be offered a place on this fully funded, accredited programme. It will allow the successful applicant to develop their knowledge in:

* How to develop their business as a self-employed contractor
* Organising and managing finances
* Successful sales and marketing
* Producing a business plan/strategy

The programme is comprised of 3 x 3-hour webinars that take place over 3 consecutive weeks and will be delivered online.

*To be eligible you must want to establish yourself as a self-employed contractor. This support package is available to any person successful in working with us as our Home Energy Advisor (previously, this was only available for the successful candidate if they were based in Somerset). For more information,* [*click here*](https://www.sbacic.org/business-startup)*.*

* 1. Chomp

CHOMP is an exciting new, free programme to support young people set-up, run and manage a business. It is being offered to the person(s) we want to work with us as a Home Energy Advisor if they:

* Are 24 years old or under
* Live in Sedgemoor
* Commit to the programme

The programme provides a combination of business training and hands-on experience of setting-up and working within a business. The overall objective is for the young entrepreneurs to launch the business independently. We offer:

* Support setting-up & running a business
* Initial business ideas & resources
* Business start-up training
* Personality profiling
* Access to business mentors and business advisors
* Support with business plan development & launch

For more information about the Chomp programme, [click here](https://www.sbacic.org/chomp).