



Energy Adviser

Job pack

Thanks for your interest in working at Citizens Advice Mid-North Yorkshire. 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 and Citizens Advice Mid-North Yorkshire
- The role profile and personal specification
- Terms and conditions
- What we give our staff

Want to chat about this role?

If you want to chat about the role further, you can contact Laura Docherty by emailing laura.d@northyorksca.org.uk or calling 01653 695542 (ext: 1057).





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 around 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.

How Citizens Advice Mid-North Yorkshire Citizens Advice works

We deliver our service from offices based in Northallerton, Malton, Richmond, Selby, Skipton, Harrogate, Scarborough and Whitby as well as a number of outreach locations and from our Advice Bus and Van. We give advice face to face, over the phone, and via web chat and email. We help around 20,000 people a year on all types of issues. We are an independent charity raising all our own money, and each of our offices has its own identity within the local community.

Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

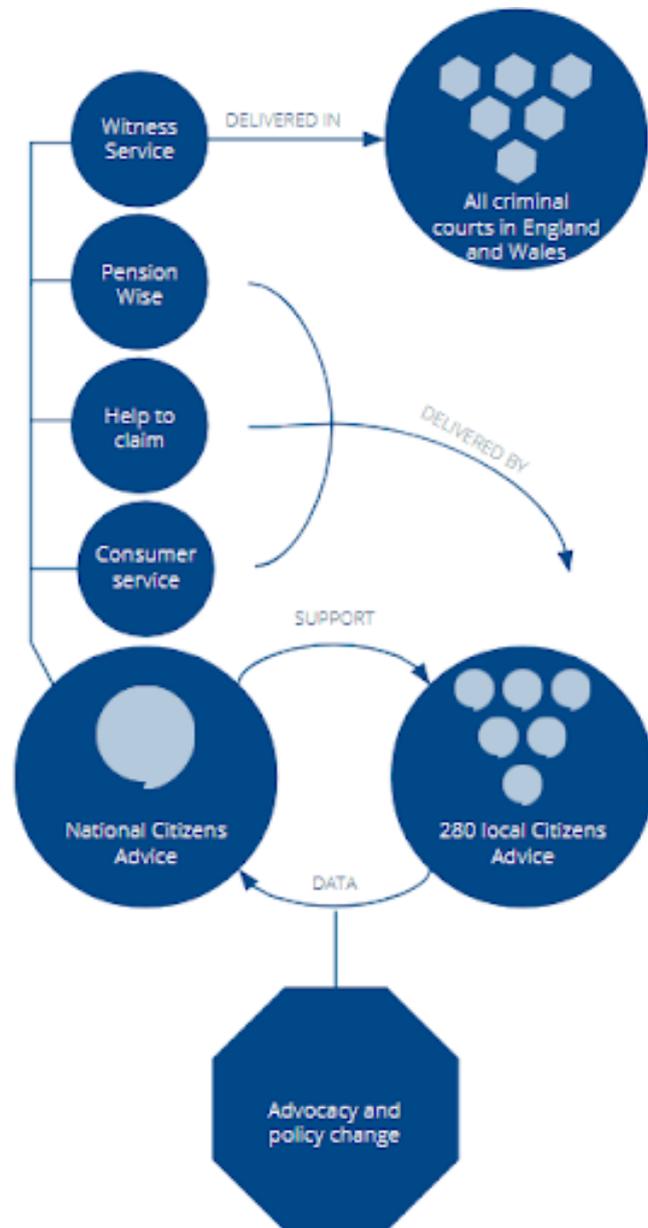
This role sits within our network of independent charities, delivering services from

- 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.





The role

The Energy Adviser will provide advice on all aspects of energy in order to address fuel poverty. They will deliver budgeting support and help clients to switch suppliers, advising on ways to be energy efficient, keep homes warm and save money.



Role profile

Advice giving

Interview clients using sensitive listening and questioning skills in order to allow clients to explain their problem(s) and empower them to set their own priorities.

Use Citizens Advice and other trusted resources to find, interpret and communicate the relevant information

Research and explore options and implications so that clients can make informed decisions

Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning

Negotiate with third parties such as statutory and non-statutory bodies as appropriate

Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy

Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.

Complete required training to comply with quality assurance processes.

Research and Campaigns

Assist with research and campaigns work by providing information as appropriate and through involvement in campaigns such as Big Energy Saving Week

Alert clients to research and campaign options

Keep up to date with legislation, policies and procedures and undertake appropriate training.

Administration

Prepare for and attend relevant internal and external meetings
Use IT for accurate case recording of information and funding requirements, record keeping and document production
Ensure that all work conforms to our office manual, the Advice Quality standard and other funding requirements.

Other

Carry out any task that may be within the scope of the post to ensure the effective delivery and development of the service.

Person specification

Essential

1. Be able to commit to, and work within, the aims, principles and policies of the Citizens Advice service
2. Have experience of giving advice on energy related matters or be able to demonstrate relevant transferable skills
3. Demonstrate an understanding of issues affecting society and the implications of these on the client and the service
4. Have excellent interpersonal skills and the ability to interview clients using sensitive listening and questioning skills to get to the root of issues and empower clients, whilst maintaining structure and control of meetings
5. Ability to research, analyse and interpret complex information, produce and present clear reports verbally and in writing, and check accuracy of calculations
6. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively
7. Ability to systematically manage a varied workload, prioritise and meet deadlines under pressure
8. Ability to use IT systems and electronic resources in the provision of advice, administrative support and in the preparation of reports.

Desirable

9. Experience within Citizens Advice service and already working towards developing knowledge of multiple enquiry areas.



Terms and conditions

We will discuss terms and conditions with you if you are offered the Energy Adviser role.



What we give our staff

You will have access to our pensions and support service.

We are a disability confident employer and welcome candidates who will be using access to work.