



Energy Adviser

Job pack

Thanks for your interest in working at Citizens Advice Doncaster Borough 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 Doncaster Borough
- 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 Emma Burdon by emailing emma@citizensadvice-doncasterborough.org

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 Doncaster Borough works

We are an independent charity governed by our trustee board, and operating from 3 main offices, plus outreaches, across the borough of Doncaster. Our Chief Executive is **James Woods** .

We are a forward-looking and expanding organisation with a team of paid and volunteer advisers and admin staff managed by our Operations Manager Emma Burdon Our team works across all our offices to deliver high quality generalist advice and casework in debt and benefits – and clients have access to our services through drop-in, appointment, telephone, email and webchat.

We are committed to Citizens Advice aims, principles and policies and equality and diversity standards are embedded throughout our organisation. It is essential that all our clients have an equal opportunity to access our services and all our staff work hard to put this into practice.

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 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

Citizens Advice Doncaster Borough are looking to increase our capacity to provide a targeted community based response to the current cost of living and energy crisis facing people in Doncaster through holistic and specialist Money & Energy advice provision.

You will work to achieve the best outcomes for clients, provide high quality customer service and support to those accessing the service and demonstrate commitment to the aims and principles of the Citizens Advice Service. You will thrive under pressure and enjoy working on your own initiative as well as being an integral part of our team and will go the extra mile to get the job done.

This role requires work in various locations across Doncaster

● **Role profile**

Role purpose

- Provide high-quality Money and Energy advice and support services
- Engage with Doncaster residents and support groups to ensure those within the community and their families are aware of support services available and how to access them
- Provide Energy Efficiency support and information , Advice on energy complaints, Smart Meter advice, Carbon Monoxide Awareness and any other areas required
- Support service users with Budgeting tools and promote income maximisation through benefit checks / benefit applications
- Inform and support with applications for eligible grants and funding including top up vouchers
- Provide Financial Capability and Income Maximisation advice to clients.
- To share responsibility for compliance with the Projects targets and requirements.
- Ensure high quality standards are met and that data is captured and recorded accurately.
- To work effectively with other partners to promote awareness in order to deliver a seamless service to clients
- Undertake service delivery at Outreach venues across the city as required.

Advice

- Provide General Advice and assisted information to clients on energy issues
- Empower clients to act on advice and information provided
- Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
- Negotiate with third parties as appropriate.
- Ensure income maximisation through the take up of appropriate benefits.
- Ensure that all casework conforms to the organisation's Office Manual and the Advice Quality Standard and/or the Specialist Quality Mark as appropriate.
- Maintain case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
- Demonstrate commitment to the aims and policies of the Citizens Advice service.

Research and campaigns

- Assist with research and campaigns work by providing information about clients' circumstances.
- Provide statistical information on the number of clients and nature of cases and provide regular reports to management.
- Monitor service provision to ensure that it reaches the widest possible client group.
- Alert other staff to local and national issues.

Person Specification

- Experience of providing tailored Advice or support
- Effective oral communication skills with particular emphasis on negotiating and representing.
- Ordered and resourceful approach to workload and an ability and willingness to follow and develop agreed procedures.
- An understanding of the issues and challenges involved in interviewing and supporting clients.
- Ability to prioritise own work, meet deadlines and manage caseloads
- Ability to use IT in the provision of advice and the preparation of reports and submissions.
- Effective writing skills with particular emphasis on negotiating, representing and preparing reviews, reports and correspondence.
- An empathetic, approachable and reliable individual who works well with others
- Understanding of and commitment to the aims and principles of the Citizens Advice service and its equality and diversity policies.
- The ability to adapt to varied client groups and work environments

Desirable Criteria

- Experience of providing General advice or Energy Advice
- Experience of working to targets or on funded projects
- Demonstrate understanding of social trends and their implications for clients and service provision
- Experience of working in the voluntary sector would be desirable.
- Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively

In accordance with Citizens Advice national policy we may require the successful candidate to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.



Terms and conditions

Hours of work - 37 Hours Per week

Starting Salary - £23,400.00

A full-time post holder will be entitled to 38 days annual leave which are inclusive of the 8 normal bank holidays and 4 associated days. Holiday entitlement is pro-rata for part-time employees. The leave year runs from 1st April to 31st March.

The post will be subject to a 4-month probationary period.

The post is reliant on continued funding and, in the unlikely event that funding is reduced or withdrawn, hours may be reduced or withdrawn accordingly following appropriate notice.



What we give our staff

You will receive training and support appropriate to your role as an employee at Citizens Advice Doncaster Borough. You will have the opportunity for professional development and will be an integral part of our friendly and committed team – with all the peer support and confidence that brings. You will have the option to join our pension scheme administered through NEST and to join our cycle to work scheme

