

MARCHES ENERGY AGENCY
The Pump House
Coton Hill
Shrewsbury
SY1 2DP



3 July 2018
(closing deadline 27 July 2018)

Home Energy Adviser – Marches Energy Agency

Marches Energy Agency - www.mea.org.uk - has over 20 years of experience in helping householders keep warm and well at home. We are an independent, Shropshire-based charity and offer a niche role in the health and housing landscape that is opening exciting opportunities with a wide range of partners, around health, social care, and low energy.

As our service continues to develop, our small, friendly team is now seeking an enthusiastic, motivated and compassionate energy adviser to help us support more householders in need. Your focus will be on taking calls from a wide range of householders in Shropshire, Herefordshire and Staffordshire, and in providing unscripted advice that responds to the callers needs. Through this you will help them to navigate the fuel poverty policy landscape to achieve the best possible outcomes. This includes encouraging householders to move towards being more energy efficient, to use energy more effectively and to buy their energy more cheaply.

To facilitate this you will be expected to work with a range of installers of energy efficiency measures, as well as our partners from the voluntary, local authority and health-care sectors.

On the job training and support will be provided to ensure that the advice you provide is the best it can be, and remains so. MEA will also pay for you to undertake a Level 3 NVQ in energy awareness, to help prepare you for your new role. You will also be expected to undergo a DBS check.

For the right person there will also be scope to develop the role to potentially include the provision of training for other organisations, attending or running events, and/ or undertaking home visits, although this is not a pre-requisite.

Specific skills

To fulfill this post MEA is looking for a good communicator able to listen, empathise with a range of householders, including some who are quite vulnerable, and to respond with accurate and appropriate advice. You will be expected to work both as part of a small team, but also unsupervised, as colleagues are often out of the office on home visits etc. Good organizational skills and time-keeping are also essential and you will be expected to be competent in the use of outlook, access and word etc. We will also expect you to show that you have relevant work experience gained either through the charitable, health or social care

sectors, or through the business world, be this part time or full time. Your understanding of energy efficiency and the home is not crucial, as we can support you to learn that, but you will be expected to show some basic knowledge of, and interest in energy use.

Major Tasks and Job Activities

- To work with colleagues to ensure all phone lines are answered or calls returned within set target times.
- To provide impartial, unscripted and knowledgeable advice appropriate to the callers needs in relation to energy efficiency, affordable warmth and related issues.
- To deliver outstanding customer service.
- To maintain an up-to-date knowledge of referral routes in order to advise customers about grants for energy efficiency measures and further assistance available.
- To make referrals on to contractors and partner agencies.
- To input information clearly into the MEA database and keep this up to date.
- To undertake further activities as agreed.

Pay: £17,100 pro-rata per annum; optional employer pension of up to 5%; opportunity for a performance related bonus.

Location: MEA's Shrewsbury office next to the River Severn.

Hours of work: Flexible but between 22.5 and 37.5 hours per week. Likely to be more in the winter and less in the summer to reflect our busier times.

Leave: 24 paid days pro-rata per annum + bank holidays

Duration: One year contract with opportunity to extend by a further 2.5 years, subject to funding.

Application process: CV and covering letter explaining why you are interested in the job and how you meet the specification. Please send to Simon Ross, Director – simon@mea.org.uk by Friday 27 July. Interviews will be on Thursday 2 August at our offices in Shrewsbury and the successful applicant will start in early September. We look forward to hearing from you.