

# Home Energy Advice Officer

**Salary Range:** £36,141

**Grade:** Level 3 Zone 1

**Location:** Holmes Road Depot

**Reports to:** Ryan – Energy Performance Manager



# About the role

This role will play an important part in Camden Council's work on alleviating fuel poverty in the borough at a time when rising energy costs make such support even more vital.

The post holder will deliver Camden's Well and Warm home energy advice and support service for council tenants and other residents in the Council's stock. This will include providing advice and support to help residents to reduce their energy bills, alleviate fuel debt, and apply for any grants or discounts for which they may be eligible. You will also carry out home energy advice visits.

You will advise residents about potential behaviour changes as well as about small practical changes they can make to their home to reduce costs. You will also promote the importance of keeping warm for good health and identify other health and wellbeing support needs, linking residents to appropriate services. You will be responsible for monitoring and preparing reports and analysis on the outcomes of the service.

The role will involve promoting the service to internal and external partners including residents, front line staff, community groups, charities and health care professionals. This will include planning and delivering outreach events and identifying other opportunities to promote the service and its aims.

# The things you'll achieve

You will support residents to reduce their energy bills and alleviate fuel poverty.

You will advise residents on energy saving initiatives

You will make residents aware about any other support and advice available to them

You will contribute toward the Council's efforts to tackle climate change

# About you

## **Experience**

- Experience of supporting residents who are struggling to pay their energy bills and of influencing them to make behaviour changes.
- Experience of undertaking home energy advice visits
- An understanding of the issues associated with providing services to residents who may be vulnerable / have high support needs.
- Knowledge of domestic energy efficiency, energy billing issues and relevant support available.
- Qualification of NVQ level 3 Energy Awareness 6281-01 or equivalent is desirable.
- Experience of data collection, monitoring and reporting.

## **You have**

- Ability to manage conflicting priorities, handle a busy workload and manage own calendar.
- Excellent communication skills, both verbally and in writing.
- Experience of assessing the needs of vulnerable residents and offering bespoke support.
- Ability to fit small energy efficiency measures and conduct basic handyman tasks.
- Good at networking, capable of promoting the service and of working with both internal and external partners.
- Good MS Office skills.
- This work requires the ability to communicate to a wide range of audiences to promote, deliver, improve, and report on the service and its outcomes.

# Other important information...

## **People management**

*None*

## **Work environment**

You will undertake home energy advice visits in which they go to residents' homes to offer advice on site.

You will be required to work in an 'agile' way in line with Camden's policy of a paperless and flexible work environment, which may include working at home for part of the week.

## **Who you will be working with**

The post holder will need to make contact with a range of people and organisations.

The role is based in Landlord Services and the post holder will work closely with the Neighbourhood Housing Teams ensuring housing case notes are updated with visit outcomes.

The role will form part of the WISH+ (Warmth, Income, Security and Health) referral hub partnership. The post holder will also work closely with the Sustainability and Capital Works service who are also involved in the Council's efforts to improve domestic energy efficiency and alleviate fuel poverty in the borough. This will include providing monthly reports on progress and issues raised and producing case studies.

## **The application process**

We aim to respond to all applications within two weeks of the closing date. The interview will consist of a test and a question and answer session.

# Who we are

## Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

## Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

## Asking for Adjustments

Camden is committed to making our recruitment practices as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk)

