

Job Profile

Job Title: Senior Home Energy Advice Officer

Job Grade: Level 3 Zone 2

About Camden

In Camden we are committed to working together to make our borough the best place to live, work, study and visit. Partnership with our communities is central to the way we work, so that everyone can access opportunities, and nobody gets left behind. Here's where you can help decide a better future for us all.

The post holder will deliver Camden's Well and Warm service to support vulnerable residents who are struggling with their energy bills.

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 be the Senior Officer in a team of three which 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.

As the Senior Officer, you will also be responsible for supporting the team with expert advice on complex cases and assisting with the training of new/unexperienced team members.

You will be expected to contribute to the management of the team's workload and to ensure that monitoring and reporting processes are completed correctly and efficiently. As part of the reporting process, you will be required to produce monthly service update reports.

About you

- Experience of providing expert advice to support 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.
- Strong 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.
- Ability to manage conflicting priorities, handle a busy workload and manage own calendar.
- Ability to support less experienced colleagues with technical support/training as and when required.
- Experience of data collection, monitoring and reporting.
- 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 handyperson tasks.
- Good at networking, capable of promoting the service and of working with both internal and external partners.
- Good MS Office skills.

Work Environment

- The post holder will undertake home energy advice visits in which they go to residents' homes to offer advice on site.
- The post holder 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.

Relationships

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

The post holder will be the Senior Officer in a team of three Home Energy Advice Officers and will therefore be required to build a strong working relationship with the other team members.

The role is based in the Capitals Works Team and the post holder will work closely with Housing colleagues to get referrals, follow up on cases and ensure 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

Retrofit teams 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.

- Council colleagues and managers
- Residents
- External contractors who provide other elements of the affordable warmth services
- Local Charities
- Community Groups including minority groups
- Healthcare professionals

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk