

Job Profile: Home Energy Advice Officer

Job Title: Home Energy Advice Officer

Job Grade: Level 3, Zone 1

Salary Range: £33,789 - £38,465

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that 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 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.

About you

- 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.

- Ability to manage conflicting priorities, handle a busy workload and manage own calendar.
- 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 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.

- 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

Relationships:

N/A

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

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

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.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and 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 or post to 5 Pancras Square, London, N1C 4AG.