

Job Description:

Energy Advice Coordinator

Location:	Home or Office/Hybrid
Reports to:	Head of Regional Development
Direct Reports:	None
Key stakeholders:	Back Up staff and volunteers, people affected by spinal cord injury, other charities and partners.

Purpose of the role:

The Energy Advice Coordinator will provide essential advice to people affected by spinal cord injury who are struggling with, or at risk of fuel poverty, helping them to improve their situation while recognising and responding to the unique challenges that spinal cord injury can bring. They will manage a caseload offering practical solutions, whilst developing referral pathways to connect them with relevant services to improve their energy efficiency and reduce their fuel costs.

The role will also lead the development of knowledge and skills across Back Ups' staff and volunteer teams, developing easy to use resources and an understanding of when and how to escalate cases for more in-depth advice. They will work closely with sector charities and advice organisations to ensure a high quality of seamless support while creating a lasting legacy for people affected by spinal cord injury.

VALUES

Our values are central to our approach:

We embrace challenge:

Challenge is central to our learning and growth; it helps us gain knowledge and skills. By finding ways to overcome challenge and move forward we gain a sense of achievement, supporting us to realise our full potential.

We have fun:

We believe that having fun allows us to connect with others, whilst opening opportunities to develop, achieve and get the most out of life, showing that there is a positive future after spinal cord injury.

We build inclusive communities:

We achieve more for people affected by spinal cord injury when we work together. We are collaborative and inclusive in our approach. We embrace diversity, working with and supporting individuals, groups, and the wider spinal cord injury community, bringing people together.

We are ambitious for each other:

We are driven by the needs of people with a spinal cord injury and their families. We are passionate, striving to be the best. We set high standards, and we work hard to reach them. We are proactive, push boundaries, try new approaches and we learn quickly. We recognise that failure doesn't have to equal loss, rather an opportunity for growth. We listen to what people affected by spinal cord injury want and we seek innovative responses based on their feedback.

RESPONSIBILITIES:

To provide impartial advice to householders on the telephone, at events or online group events.

- Make use of internal and external referral systems to ensure clients' needs are met;
- Respond to enquiries from the public, local authority staff, private and voluntary sectors or installers and, where appropriate, redirecting them to members of staff or other agencies;
- Maintain quality of advice and information as required
- Work with the wider Back Up team to create resources to support people affected by spinal cord injury, both digitally and physically.
- Work with Back Up's services team to embed and deliver group based online advice sessions in our support groups and course modules.
- Develop and lead a programme to ensure Back Up's services staff and volunteers develop a baseline of knowledge that enables them to identify and provide basic information to people affected by spinal cord injury around energy efficiency.
- Conduct thorough assessments of clients' energy needs and identify potential solutions and further sources of support through telephone-based support.
- Provide tailored advice on energy-saving measures and support schemes to the caseload.
- Work collaboratively with local authorities, energy providers, and other relevant organisations to ensure comprehensive support for those in the caseload.
- Educate people affected by spinal cord injury on energy efficiency and ways to reduce their energy consumption.
- Maintain accurate records of all interactions and support provided, ensuring confidentiality and compliance with data protection regulations.
- Support the project manager with the development, delivery, and evaluation of the energy advice project.

To maintain up to date, working knowledge of sustainable energy matters, affordable warmth, renewable energy, water heating and usage.

- At all times, ensure that advice service and activity are in line with the requirements of the project;
- Effectively utilise existing sources of data to identify suitable opportunities to meet customers' needs.
- Stay up to date with relevant policies, schemes, and best practices related to fuel poverty and energy efficiency

To develop and implement partnerships and referral routes that support people affected by spinal cord injury with relevant energy advice.

- Liaise with organisations to develop partnerships by utilising appropriate resources and support mechanisms;



- Represent Back Up at various partner meetings;
- Develop and maintain effective operational partnerships with key delivery agents and stakeholders.
- Monitor and report on the impact of interventions and support provided.

General

- Take responsibility for ensuring communications are in line with GDPR.
- Ensure that you work within Back Up's policy framework.
- Carry out any other tasks that may be within the scope of the post to ensure the
- Effective delivery and development of the service.

The above list is not exclusive or exhaustive, and the post holder will be required to undertake such duties as may reasonably be expected within the scope of this role.

PERSON SPECIFICATION:

Essential:

- Some experience in a similar role, ideally within Energy Advice or similar area.
- City & Guilds Energy Awareness 6281-01 or the ability to achieve this.
- Willingness to undertake mandatory training and development opportunities as required.
- A keen interest in energy issues and concerns currently facing energy consumers.
- An enthusiastic attitude, patience and empathy to support people with the issues they are facing and the ability to assess individual situations and provide practical and effective solutions.
- To be non-judgemental and respect views, values and cultures that are different to your own.
- The ability to prioritise your own work and meet deadlines.
- Demonstrable experience of providing Information advice and support, preferably withing the energy advice sector.
- Experience of working with both groups and individuals to provide support.
- Experience of delivering/facilitating training workshops.
- Experience of managing own projects and working to targets and deadlines.
- A good understanding of evaluation and confidence in gathering feedback data to measure impact.
- Excellent verbal and written communication skills, with the ability to explain complex information in a clear and accessible manner.
- IT/digital skills including ability to use Microsoft packages and a willingness to learn new packages as required.
- Able to build excellent relationships with a range of stakeholders
- Strong attention to detail and the ability to record information effectively.
- Flexible and can respond professionally to changing briefs, deadlines and priorities.
- Flexibility to work occasional evenings and weekends as required.

Desirable:

- Personal or professional knowledge of disability, particularly spinal cord injury.
- Demonstrable experience of providing Information advice and support within the energy advice sector.

