Community Energy Advisor

**Job Description**

**Background Information on Foothold Cymru:**

Established over 30 years ago Foothold Cymru’s vision is to create strong, cohesive communities where individuals can thrive, not simply survive. Foothold Cymruaddresses the causes and consequences of poverty and inequality by designing its services with, not for, individuals and communities most affected by these issues. Foothold Cymru focuses on three strategic objectives:

1. **Financial inclusion**: working with the community to co-design solutions to poverty and social exclusion.
2. **Educational inclusion**: offering a range of formal and informal learning opportunities for young people and adults at the margins of participation in education, employment and training.
3. **Economic inclusion**: providing employment and enterprise support in response to the community’s needs.

**Job Summary:**

The project is funded via the Energy Saving Trust via its Energy Redress fund

Providing telephone, written or face-to-face energy advice to households on low incomes across Carmarthenshire. Motivating and supporting them to take action to reduce their fuel bills and cut carbon emissions, making homes warmer and more comfortable. The successful candidate will listen and respond to householder’s individual needs, drawing on a breadth of knowledge, lived experience and skills to tailor advice appropriately.

**Key Responsibilities:**

* To provide impartial advice to households on the telephone, in the home, at community events or general planned events.
* To maintain up to date, working knowledge of sustainable energy matters, affordable warmth and water heating and usage as well as energy efficiency schemes and funding sources.
* Identify appropriate support based on the household’s circumstances, signposting and creating referral programmes offering additional support as required.
* Signposting and referring households to other specialist agencies for detailed advice and support on other issues.
* Accurately and efficiently input details of all advice and information given and householder details onto our database following data protection guidelines.
* Attending community and other events; both to generate referrals and to promote greater understanding of energy efficiency.
* Constrictively contribute through team meetings, informal dialogue and gained experience to the effective delivery and continued improvement of the service
* Achieve targets to high quality standards.
* To provide and maintain a record of activity and achievements against agreed targets.
* To adhere to company policies, taking corrective action and/or advising management of matters arising within the organization.
* To undertake any other duties as reasonably required by Foothold Cymru.

**Person Specification**

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| Knowledge, Skills and Qualifications Required |  |
| Essential: |
| * An approachable and confident manner in engaging with households in Carmarthenshire with the capability to give empathetic support to vulnerable people. * Awareness of the environmental, social and economic problems of disadvantaged areas. * Self-motivation and the ability to work with limited supervision * Methodical time and workload management and ability to independently priorities. * Excellent written and oral communication skills. * Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively. * Good IT skills. * A reasonable level of numeracy. * Experience of working within, and achieving and exceeding, set targets and quality standards. * Understanding and commitment to the aims of the charity. |
| Desirable: |
| * Holding the City and Guilds Level 3 Energy Efficiency Advice (if not already held then training will be provided. It will become a condition of employment that this qualification is achieved within 3 months of the start of employment. * Experience of supporting households specifically regarding energy efficiency and fuel bill advice. * Current driving license and access to vehicle insured for business use. |

**Terms and Conditions of Employment:**

* Salary: The salary for the role is £23,500 per annum, pro rata.
* Hours of Work: 16 hours per week
* Contract: 1st September 2024 to 31st May 2026
* Holidays: 25 days, plus all public bank holidays
* Pension: Foothold Cymru contribute 4% into our stakeholder pension scheme

**Applications Procedure:**

Applications should be submitted via CV (maximum 2 sides of A4) and a covering letter in support of your application detailing why you are interested in the post and any other relevant information.

The closing day for Application is Monday, 15th July 2024 at noon.

Hard copies should be posted to Janice Morgan, Foothold Cymru, The Lord Arthur Rank Centre, Trostre Road, Llanelli, SA14 9RA. Email copies, stating Community Energy Advisors, should be send to [HR@footholdcymru.org.uk](mailto:HR@footholdcymru.org.uk).