

Energy Supervisor

Job Description and Person Specification

Job Title:	Energy Supervisor
Salary:	£24,561
Location:	County Durham - Countywide
Role purpose:	<p>The Energy Supervisor will support the client service manager with the start-up of the organisations newly introduced Energy Redress project. This project will engage and support vulnerable consumers that are living in social housing and provide them with tailored energy advice and support that they do not currently have access to. Referrals into the programme will come from a range of stakeholders and partners including, Social Landlords and Housing Associations and members of the Advice in County Durham Network, Tenants will also be able to self-refer.</p> <p>The post holder will help to build capacity across the Energy Advice sector in County Durham and join up the support that is available for vulnerable energy customers.</p> <p>The post holder will supervise a small team of Advisers whilst still carrying a small caseload to support clients with energy related issues.</p>
	Key Duties
	<ul style="list-style-type: none"> Establish a Network of Energy Advice Stakeholders for identifying and sharing best practice at bi monthly Network meetings.
	<ul style="list-style-type: none"> Develop an energy-training program and relevant resources such as training plans, which will be delivered to key stakeholders.
	<ul style="list-style-type: none"> Complete the relevant reports within given timescale including, end of year 1 and Final Impact Report produced and presented to Stakeholders, sharing best-practice, lessons learned and results of the Emotional Health and Wellbeing Impact Assessment
	<ul style="list-style-type: none"> Act on behalf and be an advocate of Citizens Advice County Durham at relevant partnership meetings with the project manager, Attend networking & recruitment events, Create networking opportunities
	<ul style="list-style-type: none"> Complete home visits and 1:1 sessions with clients in CACD and partner offices; remain in regular contact for clients who

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	are vulnerable Social Landlord and Housing Association tenants.
	<ul style="list-style-type: none"> • Provide support to frontline Advisers, key stakeholders and other organisations engaging and supporting vulnerable people and households.
	<ul style="list-style-type: none"> • Monitor the projects targets and assist with writing project reports to ensure that the team meet individual and collective targets and to monitor and address if performance issues arise
	<ul style="list-style-type: none"> • Manage the quality and efficiency of advisers delivering advice and support to clients via the various communication channels
	<ul style="list-style-type: none"> • Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
	<ul style="list-style-type: none"> • Create a positive working environment in which equality and diversity are well managed, injustice is challenged, dignity at work is upheld and people can do their best.

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Person Specification		
<i>Please answer all points of this within your application form to be considered for this role.</i>		
	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> City & Guilds Energy Advice qualification Level 3 or the ability to work toward successful completion. 	<ul style="list-style-type: none"> Citizens Advice Generalist Certificate or working towards and/or Training qualification Level 2 or above or working towards
Experience	<ul style="list-style-type: none"> A proven track record of providing Energy Advice through multiple channels with the ability to hit organisational targets. Experience in motivating and supervising a small team 	
Skills	<ul style="list-style-type: none"> Proven ability to produce Programme Planning and Marketing/ Publicity Planning Proven ability to Establish a Network to identify and share best-practice - Network meetings held bi-monthly. Effective written and oral communication skills with particular emphasis on negotiating and proficient IT skills. A proven track record of researching, analysing and interpreting complex information and produce and present clear reports verbally and in writing. Ability to commit to and work with the aims, principles and policies of the Citizens Advice service 	