**Job title:** Energy Advisor-Home Visits lead

**Employer: Self-employed consultant working for CREW Energy on behalf of** South West London Energy Advice Partnership (SWLEAP)

Time: Flexible hours – approximately 10 hours per week but will vary

Remuneration: £21 per hour

**Job purpose:** To provide energy advice to underserved and vulnerable clients and people in or at risk of fuel poverty via home visits and pop-up energy advice desks in community locations called energy cafés. Also on occasion via the telephone, WhatsApp or Google meet or in community and other settings when required. To help shape, develop and update the process and procedures of the SW Leap project around advice provision. To support the volunteers, energy advisors and Energy Co-ordinator. To complete post visit reports and provide data to allow effective reporting to the funder and to keep up to date with all issues relating to energy advice for vulnerable residents in London Boroughs of Merton, Wandsworth and Richmond.

**Works with**: Energy Project Co-ordinator, Telephone advisor, other energy advisors, volunteers and the project board made up of staff from Crew Energy and Habitats & Heritage

**Place of work**: Home-based with most home visits to be carried out in the London Boroughs of Merton and Wandsworth, with occasional home visit in London Borough of Richmond.

1. **The role**
2. To work with others to provide bespoke energy advice across three London Boroughs
3. To undertake Home Energy Visits and follow up with any referrals necessary, working with the Energy Co-ordinator and other Energy Advisors and volunteers as necessary and producing all necessary reports and data. Small items of equipment such as LED light bulbs are fitted at many visits and so the advisor will be required to take these to every home.
4. From time to time assist the Energy Co-ordinator to deliver community-based initiatives such as energy cafés.
5. **Key responsibilities and accountabilities:**
6. Develop the energy advice provision service along with other staff and develop robust project structure
7. Provide Home Energy Visits which will include advice on all forms of energy, help with switching suppliers where appropriate, applying to schemes and discounts to help vulnerable households in utility matters.
8. Be able to identify additional issues such as eligibility for grants and understand who and where referrals are made and ensure this happens.
9. Complete a detailed and bespoke report and update the Energy Co-ordinator as soon as possible.
10. Update HEV Progress sheet within 48 hours of visit to show visit completed and any actions required
11. Ensure that the client is aware of any referrals, and consent is gained and that such referrals are logged appropriately with outcomes noted.
12. Provide the Energy Co-ordinator with availability and update as appropriate so that visits can be scheduled on a weekly basis.
13. Advise the Energy Co-ordinator no less than 24 hours before visit if unable to attend.
14. Complete a claims form for any travel and other agreed expenses not less than once a month and submit to CREW for payment
15. To complete a weekly timesheet with high level description of activities undertaken indicating hourly blocks of time.
16. To support and work with the Energy Co-ordinator with regards to volunteers.
17. To attend bimonthly team meetings and other staff meetings as required.
18. To keep up to date and share learnings in topics related to energy advice provision and share with the team.
19. Support the project with achieving the targets required for funders.
20. To monitor and respond to emails
21. To either have a phone number or facility to speak with clients that allows them to call back.
22. To assist with ongoing coaching of volunteers. This will include ensuring that they are made aware of any changes in local or national grants and/or discounts
23. Maintaining the levels of equipment for Home Energy Visits, ordering as required and ensuring that volunteers have sufficient equipment to complete visits.
24. Other ad-hoc tasks as needed by the project
25. **Required skills**
26. Computer literate.
27. IT including email, Word, Excel.
28. City and Guilds level 3 Energy Awareness. Ideally a Domestic Energy Assessor DEA qualification or Retrofit Assessor or Co-ordinator. Solid understanding of domestic energy efficiency
29. Well organised and proactive.
30. Good interpersonal and customer service skills.
31. Problem solving, positive and pragmatic attitude.
32. **Desirable**
    1. Able to respond to emails regarding clients and bookings within 24 hours.
    2. Flexibility of working hours to respond to clients’ requests