

## Customer Service Advisor/ Energy Advisor

<b>Vacancy</b>	Customer Service Advisor/ Energy Advisor
<b>Positions available</b>	1
<b>Location</b>	Tyseley office – Birmingham B11 2AL.
<b>Salary</b>	£22,669 to £25,022 depending on experience
<b>Job type</b>	Fixed term contract with scope for an increased term - subject to funding
<b>Hours</b>	Full time - 37.5 hours per week, Monday to Friday 9 a.m. to 5 p.m. (occasional weekend and evening work).
<b>Benefits</b>	<ul style="list-style-type: none"><li>▶ 25 days holiday + bank holidays</li><li>▶ Workplace pension scheme</li><li>▶ Free car parking</li><li>▶ Full Training provided</li><li>▶ Free tea and coffee</li><li>▶ Away days</li></ul>
<b>How to apply</b>	CV and covering letter marked for the attention of Gareth Williams by email to <a href="mailto:jobs@actonenergy.org.uk">jobs@actonenergy.org.uk</a> (please include the job reference <a href="#">WHWM-CSA02</a> in the email's subject) or post your documents to:  <i>Recruitment</i> <i>Ref: WHWM-CSA02</i> <i>Act on Energy</i> <i>Unit 2 Lauriston Business Park</i> <i>Pitchill, Salford Priors</i> <i>Warwickshire WR11 8SN</i>
<b>Closing date</b>	TBC

### ABOUT US

Act on Energy is a fast growing and dynamic energy advice charity.

We've been at the forefront of expert energy advice in the Midlands for nearly 25 years.

And although Energy is in our name – we have people at our heart.

Because the climate crisis and drive to Net Zero – as well as rising energy prices and increasing fuel poverty - means that people need us more than ever. Demand for our help has never been greater. That's why we're hiring.

So, if you're looking for a career change that absolutely makes a difference to people's lives, our region and the environment...come join us!



## **About Warmer Homes West Midlands project**

Warmer Homes West Midlands is an ambitious partnership programme, which provides for the very first time a universal, top-level energy advice service for low income and fuel poor households across the seven urban local authorities of the West Midlands; Birmingham, Coventry, Solihull, Sandwell, Dudley, Walsall and Wolverhampton.

We have been up and running for approaching two years now and the service is going from strength to strength. We have just secured more funding to deliver the second expansion phase of the service and our ambitions don't stop there.

## ***Still interested? Here's a little bit more about what we are expecting from the Warmer Homes West Midlands Customer Service Advisor/ Energy Advisor***

### **ABOUT THE ROLE**

Are you looking to work in a friendly and energising workplace, helping households to save money and deal with the issues surrounding the Cost of Living Crisis and more? If yes, you may be just the person we are looking for.

Working as part of our advice team you will have excellent customer service skills, be well organised, be an excellent communicator verbally & written, be a supportive team player, flexible, responsive and timely in your approach.

You must be comfortable dealing with a wide range of people over the telephone, able to carry out the relevant administrative duties and referral processes applicable to the role with accuracy and speed. The goal is to ensure that office operations post telephone enquiries are dealt with efficiently and add maximum value to the charity and the work that we do.

### **KEY DUTIES AND RESPONSIBILITIES**

- ▶ Responsibility as part of our 1st in line Telephone Advice team supporting the customer calls on a day to day basis.
- ▶ Assist the project team with the delivery of energy efficiency schemes, projects & events.
- ▶ To assist when required with attendance at public events.
- ▶ The production of documents to a high standard of accuracy and presentation using the software provided.
- ▶ Maintain high standards when managing confidential information, complying with Act on Energy's General Data Protection Procedures GDPR and legal requirements ensuring security, integrity and confidentiality of data.
- ▶ To achieve agreed outcomes and outputs, and personal appraisal targets, as agreed by line manager
- ▶ To be committed to the Act on Energy's core values of public service, quality, equality, empowerment and to demonstrate this commitment in the way duties are carried out.
- ▶ To ensure that all duties are undertaken with due regard and compliance with the General Data protection Act 2018 and other legislation



- ▶ To carry out duties and responsibilities in accordance with Act on Energy's Health and Safety Policy and relevant Health and Safety legislation
- ▶ The post holder may be expected to work some weekends and evenings as required
- ▶ Ability to communicate effectively both orally and in writing at all levels

## **ABOUT YOU**

You should demonstrate in your CV and covering letter how you meet the requirements of the role. Please ensure that you address each one of the criteria above and below as this will be used to assess your suitability for the post.

### ***Essential skills:***

- ▶ Responsibility as part of our 1st in line Telephone Advice team supporting the customer calls on a day to day basis.
- ▶ Assist the project team with the delivery of energy efficiency schemes, projects & events.
- ▶ To assist when required with attendance at public events.
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### ***Desirable skills:***

- ▶ Knowledge of domestic sustainable energy and affordable warmth issues
- ▶ Knowledge and experience of housing, health and social care services and practice
- ▶ Good general knowledge of energy infrastructure in UK
- ▶ Experience of working in, or in support of, local or other statutory authorities

### ***Characteristics:***

- ▶ Enthusiasm and commitment to environmental and social welfare objectives



- ▶ A flexible, dynamic and creative approach
- ▶ Reliable & confident

## **TRAINING**

Training and support will be provided to you including opportunities to attend short training courses and potentially gain qualifications as needed.

## **TERMS OF EMPLOYMENT**

Subject to a 6-month probationary period.

Interviews will be held in person at our offices Nr Salford Priors, Warwickshire – WR11 8SN.

## **OUR MISSION/ CORE VALUES**

At Act on Energy we strive to engage with householders to support them through their energy journey offering a full home energy support service and impartial advice with the householder at the centre of all that we do.

We ensure that we handhold the most vulnerable householders through all their energy needs and aim to empower others to make ongoing decisions that will provide better health and economic outcomes for residents of Warwickshire, Worcestershire, Coventry, Solihull, Birmingham and the wider West Midlands.