

# Job Description – Energy Advisor



# Greener Kirkcaldy

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|-----------------------|---|
| <b>Responsible to</b> | Energy Advice Team Leader   |
| <b>Salary</b>         | £29,797 per annum pro rata + 6% contribution to pension scheme  |
| <b>Hours of work</b>  | Full time (35 hours per week)*  |
| <b>Place of work</b>  | Greener Kirkcaldy office (or hybrid of home and office), community locations and people's homes throughout Mid and West Fife                          |
| <b>Contract</b>       | Permanent   |
| <b>Holiday</b>        | 33 days inclusive of public holidays, per annum pro rata, going up to 37 days after 5 years' service, plus 5 additional days over the Christmas break |
| <b>Requirements</b>   | The post-holder will be subject to a Disclosure Scotland check  |

*\* Including some evening and Saturday work. Greener Kirkcaldy has a flexible working policy. We would consider requests to work fewer hours, or to job-share.*

## About Greener Kirkcaldy

Greener Kirkcaldy is a community-led charity working locally to bring people together, take positive action on the climate emergency and support people through fuel poverty and food insecurity.

Based in the heart of Kirkcaldy – with a community building, training kitchen, bike shop and garden – we carry out activities across Kirkcaldy and work with partners to deliver projects across Fife.

We want our town to be a good place to live and work. We believe in a future where everyone has a say in what happens locally, people are working together to protect our environment and those in hardship are supported to live well. That includes our staff

and volunteers.

Working at Greener Kirkcaldy involves being part of a positive, collaborative and social team. Our culture is really important to us. We promote equality, diversity and openness. We have a strong focus on staff wellbeing and development and encourage staff initiative and ideas.

We support all our staff with flexible and hybrid working, generous holidays, enhanced maternity, paternity and sick pay, lots of wellbeing, training and development opportunities (and social events!)

We want Greener Kirkcaldy to be an inclusive and diverse charity where everyone feels supported, valued and able to be themselves. We take part in Fife Centre for Equalities' Equality Pathfinders programme. We also take part in the Race Equality Environmental Programme facilitated by CEMVO Scotland. Our [Equalities Action Plan](#) sets out the steps we are taking to improve diversity and inclusion.

To achieve our vision of Kirkcaldy as a greener and fairer place to live, we need a diverse team. We encourage applications from people of any background. We know that in our sector we particularly lack staff and volunteers with Minority Ethnic backgrounds and disabled people. If you identify as Minority Ethnic and/or disabled, we are particularly interested in receiving your application.

Please contact Office Manager, Dianne Girvan, on [dianne@greenerkirkcaldy.org.uk](mailto:dianne@greenerkirkcaldy.org.uk) to discuss any additional support you may need to complete your application or take part in the recruitment process.

## **Job purpose – Energy Advisor**

Greener Kirkcaldy is a community-led charity and social enterprise, working on a local scale to benefit people and our environment. We run a wide range of projects: tackling climate change and social injustice and bringing our community together.

We lead the Cosy Kingdom partnership, a free and impartial energy advice service available to all tenants and homeowners across Fife. Our energy advisors help people save energy, stay warm while spending less on fuel and develop skills and confidence to take more control of their energy use and bills. Our work plays a vital role supporting people in, or at risk of, fuel poverty and makes an important contribution to tackling carbon emissions and climate change.

This role sits alongside a team of dedicated energy advisors working throughout Mid and West Fife. Your day will be varied and rewarding. You will deliver energy advice to householders through home visits, by telephone or at drop-in energy advice surgeries. You will deliver practical advice and support to help people stay warm and well at

home, empower them to take control of their energy bills and make their homes more climate friendly. You will connect people with the right support by referring on to a range of support options and partner agencies.

Our energy advisors deliver events, talks and workshops to raise the profile of the service and educate people on saving energy. You will also train frontline workers on how to “spot and refer” people in, or at risk of, fuel poverty.

We don't expect you to know everything from the start. We provide a supportive three-month induction and full training, including a City & Guilds Energy Advice qualification.

## **Specific responsibilities**

- Carry out home visits, telephone appointments and advice surgeries, offering one-to-one advice, support and information to householders
- Communicate with suppliers, landlords and external support organisations
- Deliver training, events, workshops and talks for groups, organisations and the wider public
- Work with local partners and attend outreach events to promote our activities to a range of audiences
- Maintain accurate records of the advice and support provided in our Customer Relationship Management System (CRMS)
- Write case studies of advice given and contribute to project monitoring, reporting and evaluation
- Support development of systems and procedures
- Work with the Communications Team to promote activities and develop materials and resources

## **General responsibilities**

- Work as part of the Greener Kirkcaldy team to promote and encourage understanding of environmental issues
- Promote the values of Greener Kirkcaldy when working in the local community
- Comply fully with the organisation ethos, policies and procedures and relevant legislation
- Attend and contribute to team meetings and training courses
- Undertake other duties in line with the job purpose

## Person Specification – Energy Advisor

| <b>Qualifications, skills and experience</b>  |
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| Excellent people and communication skills   |
| Good literacy, numeracy and IT skills   |
| Organised, able to work under pressure and plan a diverse workload                                      |
| Ability to engage with people from a wide range of backgrounds  |
| Ability to maintain accurate records  |
| Experience in an advice or support role   |
| Willingness to deliver training, workshops and events   |
| <b>Knowledge</b>  |
| Knowledge of energy, carbon reduction and/or fuel poverty issues  |
| Willingness to stay informed about available resources of community groups and charities                |
| <b>Personal qualities</b>   |
| A positive, enthusiastic and supportive attitude  |
| Passionate about sharing skills and knowledge about energy and related topics                           |
| Proactive, self-motivated and able to use own initiative  |
| Ability to work well under pressure   |
| Flexible and able to adapt according to the needs of the organisation                                   |
| A willingness for continued learning and personal development   |
| Enthusiastic about engaging people to tackle the climate emergency and/or supporting people in hardship |
| <b>Additional requirements</b>  |
| Access to your own transport and willing to travel throughout Fife to meet the requirements of the role |