



Job Title: Energy/Generalist Advisor

Location: Citizens Advice Hertsmere, outreach across various locations

Salary: £28000 PA

Hours: 37.5 hours per week

Contract Type: Permanent

Reports to: Deputy Operations Manager

Purpose of the Role

Provide high-quality, free, confidential and impartial advice to clients across a range of issues, including Energy, benefits, housing, employment.

Key Responsibilities

- Carry out client interviews face-to-face, by telephone and digitally to identify problems, priorities and desired outcomes.
- Explain clients' rights, options and possible consequences clearly and sensitively, empowering them to make an informed decision.
- Manage a caseload of energy advice cases, including follow-up work where required. This can include complaints to Energy providers and the Ombudsman.
- Complete application forms, draft letters and complaints.
- Refer clients to specialist advisers, internal services or external agencies as needed
- Maintain accurate, timely and confidential case records using Citizens Advice Casebook system.
- Work in line with Citizens Advice policies, procedures and quality standards.
- Identify safeguarding concerns and follow appropriate safeguarding procedures.
- Keep advice knowledge up to date through training, supervision and self-directed learning
- Contribute positively to team working, service improvement and organisational objectives

Person Specification

Essential:

- Experience in advice-giving or customer support (e.g., call centre, community outreach or within Citizens Advice)
- Ability to manage workload independently and meet targets
- Strong communication and interpersonal skills
- Commitment to equity, diversity, and inclusion
- Willingness to undertake NEA Level 3 Energy Awareness training
- Willingness to undertake Citizens Advice Core Training

Desirable:

- NEA Level 3 or 4 qualifications in energy awareness or decarbonising homes
- Experience working with vulnerable communities
- Familiarity with Citizens Advice systems and values
- One year advice experience within Citizens Advice

Benefits

- 6.8 weeks annual leave
- 6% matched pension contributions
- Flexible and some hybrid working options considered
- Free Parking

Applications/CV's should be sent to sarahconnor@hertsmerecab.org.uk