

## Fuel Poverty and Advice Coordinator

<b>Salary and benefits:</b>	£20,000 - £25,000 per annum, and 3% pension
<b>Contract:</b>	1 Year FTC (with possible extension subject to funding)
<b>Location:</b>	The role will be based in Hereford and will require work/travel across Herefordshire
<b>Working hours:</b>	Full-time (35 hour week): Monday – Friday 9am-5pm
<b>Accountable to:</b>	A4R Triage Manager (based in Brent, London) as line manager, with additional support from A4R CEO who is based in Hereford

We are looking to hire an individual with a passion for helping others, interested in learning new skills and has a keen interest to be involved in a variety of community projects. This role is partially funded by Groundwork UK and aims to tackle fuel poverty in some of our most deprived areas of Herefordshire by providing energy saving advice and small measures to its most vulnerable residents. Full training is offered, you do not need to be an experienced advisor! Must have the ability to travel throughout county and have full UK Driving license and a vehicle.

The following candidates will be interviewed if they meet the essential criteria for this post:

- Those who indicate that they have a disability. This is part of our commitment to the “Disability Confident” scheme,
- Those who indicate in their application that they are an Armed Forces Veteran or Reservist. This is part of our pledge to support the Armed Forces Covenant,
- Those who indicate in their application that they are a Herefordshire care leaver. This is part of our commitment to supporting young people in our local community.

If you are interested in the role please complete the application form and the equal opportunities form on the website and return them to [tiziana.falco@advice4renters.org.uk](mailto:tiziana.falco@advice4renters.org.uk) PLEASE NOTE CVs WILL NOT BE ACCEPTED.

**Closing Date: 5pm, Friday 12<sup>th</sup> April 2024**

(We reserve the right to close the vacancy earlier if we receive sufficient applications so, please submit your application as soon as possible.)

**Interviews: w/b 22<sup>nd</sup> April**

Advice for Renters Limited  
Company Registration No 2436887 and Registered Charity No 1051979  
Specialist Quality Mark Holder Contracted with the Legal Aid Agency

*No job description can cover every issue that might arise and the post holder is expected to carry out other duties from time to time, broadly consistent with those listed below.*

## **Key Tasks and Responsibilities**

### **1. Clients and other members of the public**

- Demonstrate good customer service skills and a professional, friendly and positive attitude to all clients.
- To deliver in-home energy saving advice and phone support to vulnerable residents, including low income; elderly; disabled and families with young children.
- Triage new callers by phone or in person to assess urgency of problem and financial eligibility and scope for Legal Help, checking with housing and debt advisors as necessary
- Provide effective support, both advisory and practical, to enable people to make positive changes to improve the quality of their lives in relation to energy saving, financial resilience and wellbeing.
- Complete and record all assessment details on the client management system, ensuring accurate and detailed records are taken and meet reporting requirements as required.
- With another coordinator manage the client appointments booking system, ensuring that there are sufficient appointments to meet income targets. Providing timely written confirmation of appointments to clients and other routine correspondence.
- Complete grant applications to assist householders in paying for energy debt and other household needs.

### **2. Co-ordination and Co-working**

- Work with the A4R team and volunteers to ensure local networks are integrated into campaigns and aware of services offered.
- Maintain a good awareness of our partner networks to ensure we are referring people out of our service to others which can assist with their needs.
- Once trained deliver Energy Efficiency and Fuel Poverty Awareness training to front line staff that work in communities.
- Attend physical and online community meetings to promote the service.

### **3. Personal Development and Training**

- To undertake training and development as agreed, including but not limited to; City and Guilds Level 2 Energy awareness certification or equivalent.
- To be a positive force in the staff team taking personal responsibility for ensuring good morale and work relations are maintained.
- To attend regular team meetings/supervisions.

### **4. General and additional responsibilities**

- Prepare and/or update relevant policies and procedures (as directed by the CEO) for A4R's Office Manual.
- Act as responsible officer for the confidential handling, maintenance, storage and archiving of documentation held within A4R online and paper filing systems.
- Contribute to A4R's campaigns and communications.
- On occasion assist CEO with tasks relating to the servicing of board meetings, including taking minutes. For any out of hours meeting TOIL will be granted.
- Ensure compliance with policies, quality assurance, insurance and statutory requirements, particularly health and safety, safeguarding, the Children's Act and equal opportunities.
- Work at all times in accordance with the ethos, values, organisational policies and charitable aims of A4R.

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## Person Specification

Factor	Criteria	Ranking	Shortlist Criteria (Yes or No)	Selection method used to evidence criteria
<b>Experience</b>	Experienced in a customer service role, with members of the public – face-to-face and/or remote support.	Essential	<b>Yes</b>	Application form/ Interview
	Experienced in providing advice to the elderly or families with young children	Desirable	<b>Yes</b>	Application form/ Interview/ pre-employment check
	Confidence in basic DIY. For example; installing light bulbs, fitting draught proofing strips.	Essential	<b>Yes</b>	Application form/ Interview
<b>Personal Skills and Ability</b>	Ability to respond to changing circumstances on projects (resilience)	Essential	<b>Yes</b>	Application form/ Interview
	Strong inter-personal skills	Essential	<b>Yes</b>	Application form/ Interview
	Good presentation & report writing skills	Essential	<b>Yes</b>	Application form/ Interview
	Strong motivation & a determination to provide an excellent service to all customers to meet or exceed expectations	Essential	No	Application form/ Interview
	Competence with IT products such as Microsoft Office	Essential	<b>Yes</b>	Application form/ Interview
	Own vehicle with business insurance and willingness to travel in own vehicle as required. Also required to carry minor equipment in vehicle.	Essential	<b>Yes</b>	Application form/ Interview
<b>Miscellaneous</b>	Ability to adhere to the organisation’s health, safety and welfare policies and procedures.	Essential	No	Interview process

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	A flexible approach and ability to work out of office hours including occasional evenings and weekends	Essential	No	Interview process
	Own vehicle with business insurance and willingness to travel in own vehicle as required. Also required to carry minor equipment in vehicle.	Essential	No	Interview process
	A commitment to promoting equal opportunities and diversity in all work practices, employment and partnering opportunities	Essential	No	Interview process

**An Enhanced DBS Check will be required prior to commencement in post.**

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