



CREATING ENERGY WE CAN ALL FEEL GOOD ABOUT

lowcarbonhub.org

Home Energy Advisor

Title of post:	Home Energy Advisor
FT or PT:	Self-employed part-time role (2-3 days a week)
Duration:	Four-to-six-month fixed term contract (1-month probationary period)
Principal location of work:	Oxfordshire with significant elements for flexible/home working
Salary:	Hourly rate £15
Report to:	Social Impact Director
Staff managed:	None
Closing date for applications:	Midnight, 3 October 2022
Provisional interview date:	Provisionally 6 and 7 October
Start date:	17 October 2022

Would you like to help people affected by the energy crisis? We are recruiting an energy advisor to give residents in Oxfordshire support and advice to enable them to afford the energy they require to meet their needs.

About you

You are a people person who is able to think critically and is passionate about supporting residents to improve their circumstance. Perhaps you're already delivering grassroots action on the journey to net zero – in a paid, or voluntary capacity. Alternatively, you may have a few years of experience supporting residents in a frontline service.

An interest in supporting a wide range of people with practical and pragmatic advice is more important than direct experience in energy advice, as full training will be given.

The successful candidate will be required to attend and successfully complete the following three-day Energy Awareness course.

Course:	NEA level 3 qualification in Energy Awareness
Location:	Oxford
Course dates:	17, 18, 19 October 2022
Exam date:	27 October 2022

Course fees and travel expenses will be covered. Your time to attend the training will also be reimbursed on successful completion of the course.

Overall purpose of the role

You will be working closely with colleagues in the Low Carbon Hub team and volunteers from our low carbon community group members to deliver a range of community focused energy and fuel poverty projects and advice to residents in Oxfordshire.

You will bring your skills to the team working to help householders in Oxfordshire afford the energy they need to meet their needs. This could include:

- Offering advice to householders in Oxfordshire on low and no cost energy saving

- measures, and making them aware of financial support that may be available to them
- Promoting the benefits of making your home more energy efficient and raising awareness of the support and services available
- Outreach work – working with our low-carbon community partners and other community-based services to engage and inspire action on energy advice by providing drop-ins, talks, and attending community events
- Fuel poverty prevention – supporting activities to reach residents particularly at risk of fuel poverty and living in cold, damp homes.

The Home Energy Advisor will play an important role in delivering the overall aims and objectives of Low Carbon Hub, working as part of an innovative team, directly helping to improve the lives of those living in our communities.

As a Home Energy Advisor you will be required to:

- Provide tailored advice and support to householders in Oxfordshire by phone, email and in person
- Attend drop-in sessions and community events, setting up a display stand and engaging the public
- Give online and in-person talks to community groups across Oxfordshire
- Possibly include home visits
- Work closely with the Low Carbon Hub's Community Engagement Manager and network of volunteer community energy champions across Oxfordshire, supporting their community-based activities
- Participate in team meetings, sharing information and supporting each other
- Build on existing relationships with local community and local authority partners
- Keep up to date on new energy grants and schemes in order to provide the maximum support to householders
- Support the Low Carbon Hub's communications and marketing team in the creation of additional resources to provide saving energy advice
- Keep accurate records.

Selection Criteria

Experience, knowledge and skills

Essential

People and communication skills

- A passion for working alongside residents to improve their circumstances
- A caring and understanding approach and ability to show empathy
- Ability to stay focused and calm when helping people who are distressed
- Can build relationships in person, while remote working, with people from a wide range of backgrounds and take a caring and compassionate approach
- Enthusiasm, dedication to problem solving, and ability to build rapport with residents and colleagues in the community

Self-management skills

- An eye for detail and accurate record keeping
- IT literate and own laptop or iPad
- A team player, able to work on own initiative with limited supervision
- Excellent written and oral skills

- An interest in developing your knowledge and skills, including a willingness to study and attend relevant training courses.

Flexible

- A willingness to travel across Oxfordshire (contribution to travel expenses available)
- Available and happy to work evenings and weekends.

Desirable

- A background in energy advice or community outreach
- A knowledge of domestic energy efficiency
- Experience of the welfare benefit system
- Knowledge and understanding of fuel poverty, energy efficiency and their effects on health
- An interest in the community energy sector and the transition to Net Zero
- Previous experience in community outreach.

Other key requirements

- You own vehicle/access to a vehicle for carrying out visits
- A Disclosure and Barring Service (DBS) check will be required
- Essential: GCSE level C+ in English and Maths as these are a requirement of the training course
- You must be legally able to work in the UK and have the correct clearance/Visa documents to prove your Right to Work in the UK.

Experience of providing energy advice is preferred but not essential, as training can be provided – see the course details above.

We support team members to work flexibly in different ways in both formal and informal flexible working arrangements. We don't promise we can offer you what you want, but we are always happy to talk about flexible working. In the interview process we can discuss this more with you.

How to apply

Please use the application form available to download from our website to apply. Any accompanying CVs and supporting letters will **not** be considered as part of the application process.

Your application should demonstrate how your skills and experience relate to the selection criteria above.

The deadline for completing the application form is **midnight, 3 October 2022**.

Interviews are provisionally scheduled for **6 and 7 October 2022** in our offices in central Oxford.

Applications should be sent to info@lowcarbonhub.org with 'Home Energy Advisor' in the subject.

About Low Carbon Hub

The Low Carbon Hub is a social enterprise that's out to prove we can meet our energy needs in a way that's good for people and good for the planet. We develop community-owned renewable energy in Oxfordshire and re-invest 100% of our surplus in our mission to create

an energy system we can all feel good about.

We develop, deliver, and manage community-owned renewable energy projects. Our growing portfolio includes more than 40 rooftop solar arrays on schools and businesses across Oxfordshire, the largest community owned hydro on the Thames, and the UK's largest community owned ground mount solar park.

We work with partners, large and small, including community groups, local authorities, commercial businesses, and academics to demonstrate in practice how we can transform to a zero-carbon energy system. Our innovation work includes two pilot programmes supporting energy efficiency and Project LEO, one of the UK's most ambitious, wide-ranging, and innovative energy trials. You can read more about us on our website: www.lowcarbonhub.org.