****

**JOB DESCRIPTION**

|  |  |
| --- | --- |
| **JOB TITLE:**  Fuel Poverty Energy Advisor | **DEPARTMENT:**  Cunninghame Housing Association |
| **REPORTING TO:**  Operations Manager Citrus Energy | **SECTION:**  CHA Lemon Aid / Fuel Poverty Services |
|  | **REVIEWED:**  July 2021 |

1. **JOB PURPOSE**

1.1 To provide a friendly and professional service to all customers who require the services of Cunninghame Housing Association’s Fuel Poverty Energy Advisors Team who provide advice to domestic home energy users to contribute to the provision of a fuel poverty service by carrying out home visits and undertaking a range of tasks including gathering of information in relation to energy use and cost and providing a comprehensive service to customers who call through to our Associations Fuel Poverty Free-phone number who wish help and advice on fuel debt, advocacy on fuel issues and assistance with Fuel Poverty Grant Applications for energy efficiency measures within the home.

1. **ACCOUNTABILITY RESPONSIBILITY** 
   1. Accountable to the Operations Manager Citrus Energy.
2. **MAIN DUTIES OF THE POST**
   1. To work closely with referring agencies and direct contact referrals to provide a customer focused service with due regard to data protection and client confidentiality and organisational policies and procedures.
   2. To carry out home visits helping to record standard information in relation to energy use and carry out financial/energy health checks for residents.
   3. To offer energy advice, benefit checks/income maximisation, advice on tariffs and payment options to customers.
   4. To offer more assistance – telephone contact/liaison, correspondence, monitoring of energy use, energy efficiency planning etc., to customers who seek to change fuel supply or signpost them to other appropriate services that may help the customer, such as the Financial Inclusion Team.
   5. To help maintain appropriate referral, monitoring and outcome records for allocated customers.
   6. To help operate and maintain a daily/weekly appointment diary/planner to ensure the effective and efficient scheduling of customer visits and reviews.
   7. To adhere to the Cunninghame Housing Association standard pro-formas and procedures to greet customers over the phone and direct them to appropriate staff members to take them through the information gathering process to enable an assessment of their energy bills.
   8. To help provide standard activity and quality reports and complete switch log reports in line with the Cunninghame Housing Association standard processes and procedures.
   9. To adhere to our customer service standards.
   10. To attend training and certification of Cunninghame Housing Association customer service standards.

**FINAL DRAFT**

* 1. To provide ongoing support to customers and to follow the standard review processes, ensuring customers are called within the agreed follow-up timescales.
  2. To participate in appropriate training/development and to work towards a relevant qualification.
  3. To provide a follow-up service to customers in line with standard operating procedures.
  4. To assist the Operations Manager Citrus Energy with standard statistical and customer care information report as per internal procedures.
  5. To adhere to Cunninghame Housing Association’s Group Health & Safety Manual and policies.

1. **OTHER DUTIES**

4.1 Such other relevant duties as may be determined from time to time.