

Job Description

Job Title	Energy Adviser - Shettleston Tollcross Energy Project (STEP) <i>(Fixed term post until 30.11.25)</i>
Reporting To	Director of Customer and Community Services
Grade	EVH Grade 6 (£31,518: an inflationary uplift will be applied)
Key Objective	
<p>To deliver the objectives of the Shettleston Tollcross Energy Advice Project (STEP) by providing a quality energy advice service targeted at those most at risk of fuel poverty in the local areas.</p>	
Job Overview	
<p>STEP is a collaborative project between Shettleston and Tollcross Housing Associations which aims to:</p> <ul style="list-style-type: none"> • reduce financial pressures caused by cost-of-living and energy price rises; • empower local people towards sustainable change; • develop a base-level of community knowledge and resilience regarding energy efficiency, local resources and fuel poverty. <p>As energy use reduces, our communities can reduce their carbon footprints, resulting in cleaner air, improved health outcomes and reduced carbon emissions.</p> <p>We have received funding through the Energy Redress Scheme to deliver energy advice and information within the local communities and in particular to tenants of both housing associations.</p> <p>The Adviser will provide advice for energy reduction and efficiency, advocacy and referral to other services as may be required. The STEP Project will also provide resources and installation where required for energy efficient items for the home.</p> <p>Based in the SHA office, the energy advisor will operate from the Shettleston Hub and Tollcross Advice and Learning Centre and will link to other advice service providers and projects operating from these Hubs, which deliver: access to affordable food; digital inclusion, money, employment, and wellbeing advice to the local communities.</p> <p>The STEP project will be overseen by a steering group of representatives from the two Associations.</p>	

Main Duties and Responsibilities

Fuel Poverty Advice and Support

1. Provide advice, advocacy, support and information through surgeries, one-to-one meetings, home visits, community drop-ins, information events with key partners and media campaigns.
2. Undertake home energy assessments and home visits – supporting households to understand energy usage; make savings to bills; reduce carbon emissions and take practical steps to reduce energy consumption.
3. Assist households to better understand and plan their household budgets and identify opportunities for residents to maximise their incomes through advice on fuel debt, fuel tariffs and payments options.
4. Provide advice on heating controls, thermostats and managing condensation.
5. Liaise closely with:
 - 5.1 Housing officers, maintenance officers, welfare rights officers & money advisers and staff of partner agencies to receive referrals and prioritise advice and advocacy activity.
 - 5.2 Repairs staff and direct works employees from the two Associations, to identify and prioritise households for small scale energy efficiency improvements.
6. Provide advice and training to housing association staff as required to help develop their own awareness of energy and fuel debt issues and their capacity to provide advice and sign-posting.
7. Liaise with and co-ordinate activities with partner organisations and delivery partners, developing clear lines of communication and setting up referral protocols to ensure target households receive the most useful and appropriate intervention.
8. Prepare and deliver presentations to community groups as required.
9. Facilitate and co-ordinate promotional events relating to energy reduction and carbon savings to the wider community.
10. Produce project specific literature and digital content to promote the service – through newsletters, websites and social media.

Monitoring and Evaluation

11. Responsible for case management and maintaining appropriate records of activity and spend.
12. Provide statistical information and written reports as required for the purpose of compliance with monitoring and evaluation requirements.

13. Provide regular information to meetings of the Steering Group as required, including reports highlighting outputs and outcomes achieved.
14. Assist in ensuring that good links are maintained with the project funders and that funder requirements are met.

General Responsibilities

15. Work positively with colleagues and share knowledge, best practice and ideas to continually improve the service.
16. Take responsibility for your own learning and development – actively participating in relevant training opportunities.
17. Maintain links and network with other housing associations and other bodies delivering similar projects - to gain a greater understanding of advice work across the sector and to promote the project.
18. Uphold the values and ethos of the two organisations and ensure that the delivery of the project complies with the policies and procedures of Shettleston Housing Association and Tollcross Housing Association – including but not limited to Health and Safety, Equality, Privacy and Customer Service - and that all work is undertaken in accordance with the relevant codes of practice and legislation.
19. Be an ambassador for the project and positively represent Shettleston Housing Association and Tollcross Housing Association at any events and meetings.
20. Carry out any reasonable tasks that may be required in line with the Association's business needs and objectives.