

Person Specification

| Energy Adviser | Essential | Desirable |
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| Education and Qualifications | | |
| <ul style="list-style-type: none"> City and Guilds Energy Awareness Level 3, or equivalent qualification | ✓ | |
| <ul style="list-style-type: none"> A commitment to continuous professional development including a willingness to develop knowledge and skills in required areas. | ✓ | |
| Experience, knowledge and understanding | | |
| <ul style="list-style-type: none"> Experience of working in an advice and information context within the public/third or charity sector. | ✓ | |
| <ul style="list-style-type: none"> A good understanding of fuel poverty and related issues facing the Shettleston/Tollcross communities. | ✓ | |
| <ul style="list-style-type: none"> Experience of providing excellent front-line customer service including dealing with the public face to face, on the telephone and in people's homes in a sensitive manner. | ✓ | |
| <ul style="list-style-type: none"> An established track record of delivering person-centred energy advice and advocacy support. | ✓ | |
| <ul style="list-style-type: none"> Knowledge /experience of small-scale energy efficiency measures, of setting heating controls and thermostats and of measures to manage condensation. | ✓ | |
| <ul style="list-style-type: none"> Wider knowledge/awareness of the welfare benefit system. | | ✓ |
| Skills and Abilities | | |
| <ul style="list-style-type: none"> Enthusiastic and self-motivated with excellent team-working skills. | ✓ | |
| <ul style="list-style-type: none"> Proactively manage a varied and busy workload to ensure deadlines and performance targets are met. | ✓ | |
| <ul style="list-style-type: none"> An ability to work with excluded and vulnerable client groups in a way that promotes their dignity, respect and independence. | ✓ | |

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| <ul style="list-style-type: none"> • An ability to interpret energy company tariffs and regulations and explain them to customers and colleagues in an easy to understand manner. | ✓ | |
| <ul style="list-style-type: none"> • Able to engage positively with partner organisations and build positive relationships. | ✓ | |
| <ul style="list-style-type: none"> • Able to produce clearly written reports and other literature. | ✓ | |
| <ul style="list-style-type: none"> • Competent IT skills and able to maintain administrative systems and data-bases. | ✓ | |
| <ul style="list-style-type: none"> • Numerate and able to analyse, interpret and report on data. | ✓ | |
| <ul style="list-style-type: none"> • Experience of managing budgets | | ✓ |
| <ul style="list-style-type: none"> • Social media skills | | ✓ |
| Other Requirements | | |
| <ul style="list-style-type: none"> • A commitment to the ethos, values and objectives of Shettleston and Tollcross Housing Associations | ✓ | |
| <ul style="list-style-type: none"> • Flexibility to work out-with office hours & attend evening meetings when required | ✓ | |
| <ul style="list-style-type: none"> • Driver's licence | | ✓ |