



Warm and Safe Homes Energy Advice Line Co-ordinator (R83)

Location: Flexible UK. Remote/Hybrid depending on location

18-month Fixed Term Contract

Full Time/Part Time (Job Share Welcome)

Job Details

Background information on National Energy Action

National Energy Action – the national energy charity

National Energy Action (NEA) is the national charity which works to eradicate fuel poverty and campaigns for greater investment in energy efficiency to help those who are poor or vulnerable to be able to stay affordably warm. NEA works in partnership with central and local government, fuel utilities, housing providers, consumer groups and voluntary organisations to promote energy efficiency with the aim of bringing social, environmental, housing and employment benefits to communities. NEA currently employs over 170 staff at our national headquarters in Newcastle upon Tyne and in regional offices across England, Wales and Northern Ireland.

NEA achieves its objectives through:

- Developing and managing practical projects which demonstrate innovative ways of tackling fuel poverty and bringing the wider benefits of energy efficiency to communities.
- Carrying out research and analysis into the causes and extent of fuel poverty and the developing policies which address the problem.
- Providing advice and guidance on good practice in delivering energy efficiency services to low-income householder.
- Developing national qualifications and managing their implementation to improve the standards of practical work and the quality of energy advice.
- Campaigning to ensure social and environmental objectives are brought together under national energy efficiency programmes.

NEA is the leading national fuel poverty charity. Please visit our website at www.nea.org.uk to find out more about our work.

NEA's Structure

NEA is governed by a Board of Trustees and headed up by its Chief Executive Officer. The Charity comprises of five distinct Directorates:

- Communities
- Development & Partnerships
- Homes
- Policy and Advocacy
- Support Services.

The post of Warm and Safe Homes Energy Advice Line Co-ordinator sits within the Communities Directorate and reports to the Warm and Safe Homes Manager.

The Communities Directorate – delivering projects and services.

NEA seeks to advise and support householders directly via a range of projects delivered by the Communities Directorate. We deliver a varied programme of work throughout England and Wales and work with the Development & Partnerships Directorate to offer advice and support services directly to householders and frontline staff working with vulnerable and fuel poor householders. We deliver accredited training courses, income maximisation and technical services. Responsibilities of the two directorates are divided as follows:

Communities (UK)	Development & Partnerships (UK)
<ul style="list-style-type: none">• Warm and Safe Homes Advice Line• Community Engagement• Operational Partnerships• Incomes Maximisation and Benefits Advice	<ul style="list-style-type: none">• Training and Education• Technical Services• Project Design and Delivery• Engagement with Smart Meter Roll Out

NEA obtains sponsorship and funding from a range of sources to enable the charity to meet its objectives to work with public, private and community sector partners to develop innovative projects which seek to establish good practice in bringing affordable warmth solutions to low income and vulnerable households. Lessons learned from project delivery are evaluated to inform NEA's policy recommendations to central and local government, consumer bodies or other partners. Our staff have a range of skills, including specialisms in community engagement and partnership development, technical understanding of energy efficiency measures, training delivery and skills development (including examination and assessment), fuel debt advice and the health impacts of fuel poverty.

About the post

NEA delivers energy advice and support directly to householders via our Warm and Safe Homes Energy Advice helpline. Warm and Safe Homes Energy Advice Line Co-ordinators are the first point of contact for vulnerable householders who are contacting the charity for a range of energy related advice matters. Co-ordinators will need to be empathetic, polite and have good listening skills but may also need you to be assertive and confident in order to provide support to clients, some of whom may be in difficult circumstances.

Whilst call centre or customer service experience will be advantageous, empathy and an ability to understand client needs is paramount and our training will give successful candidates the knowledge to succeed in the role.

The post holder's main responsibilities will be to deal with customer and partner emails, calls, live chats and off-line tasks. These will include:

- Provision of day-to-day support to our customers and partners (referral organisations) on any queries, or issues, through answering telephone calls and emails.
- Process, resolve or escalate client queries within both Advice, WASH and wider team in line with the internal process.
- As a Warm and Safe Homes Energy Advice Line Co-ordinator, you'll be in the front line of the provision of solutions to client queries and issues as part of a wider team.
- Maintenance of appropriate client records and necessary data using client management systems to ensure the progress of work towards project targets is monitored and that project outcomes are fully recorded.

The post holder will be responsible for the delivery of a range of projects which will demonstrate good practice in delivery of affordable warmth for low income and vulnerable householders.

This post provides an exciting and rewarding opportunity to help the charity deliver its work programme and build its profile amongst regional stakeholders whilst developing and working on projects that bring social benefits and improvements to the well-being of low income and vulnerable householders whilst also meeting environmental goals.

NEA is looking to appoint new Warm and Safe Homes Energy Advice Line Co-ordinator posts on a full time (37 hours per week) basis; but we are happy to receive applications from candidates who may wish to work part time hours as we would be prepared to appoint posts as job share opportunities. Please state your preferred working pattern in your application and we will discuss this at interview.

Term and Conditions of Employment

Salary:	The salary range is Scale 4-5 (£25,992 - £30,558) FTE (plus £3,300 London Weighting if applicable). New appointments will usually begin at the starting point of the scale.
Hours of work:	37 hours per week, Monday to Friday on a flexi-time basis; alternatively, we will consider part-time hours on a Job Share basis.
Holidays:	25 days, plus 3 additional days in the Christmas/New year period, plus all public holidays per annum.
Pensions and other benefits:	<p>NEA offers a money-purchase, non-contributory pension scheme. 11½% of basic salary will be paid by NEA into the pension. NEA also offers death-in-service cover to state retirement age and enhanced sick pay.</p> <p>As well as the above, NEA also offers: Flexible Working, Enhanced Family Friendly payments (e.g., Maternity, Paternity and Adoption Entitlements), Eye Test Payments, Bicycle Loans, Employee Assistance Programme., Employee benefits platform.</p>
Office:	<p>Flexible UK, hybrid or remote working depending on proximity to a NEA office. Post-holders must be resident within the UK and able to prove their right to work in the UK. Post holders must also be willing to travel throughout the UK, including overnight stays as appropriate. Hybrid/home working is subject to a risk assessment to ensure the working environment is appropriate under health and safety and GDPR requirements.</p>
Post Status:	18-month Fixed term contract.

Interviews

We anticipate interviewing the week commencing **Monday 16 December 2024**. Full details will be provided to candidates invited to interview.

We regret that only short-listed candidates will be contacted. If you have not heard from us within 4 weeks of the below closing date, please assume that your application has been unsuccessful.

Application Procedures

Applications should be submitted on an NEA application form. Please quote reference number **R83**. Use this form to detail why you are interested in the post, your qualifications, experience, and any other relevant information.

For an informal chat about this vacancy please contact NEA's Director of Communities Peter Sumbly on 07850 753698. **No agency or advertising enquiries please.**

The closing date for applications is **12.00 noon on Friday 06 December 2024**.

How to apply:

- Apply Online by clicking [here](#). If you would like the application form in another format, please email jobs@nea.org.uk

Please be aware that National Energy Action is not a sponsoring organisation. Therefore, the successful applicant must already possess the right to work in the UK or be able to secure the right to work in the UK independently.

Please note CVs will not be accepted as part of the application process. No agency or advertising enquiries please.

NEA aims to be an equal opportunities employer. We welcome applications from any applicant who has the necessary skills and experience for the post. **Charity Registration No. 290511. Company Registration No: 01853927.**

JOB DESCRIPTION

Post: Warm and Safe Homes Energy Advice Line Co-ordinator

Responsible to: Warm and Safe Homes Manager

Duties:

1. To deliver the NEA work programmes for which the post holder has responsibility, commensurate with grade, to achieve outputs and outcomes as agreed with project funders.
2. First point of contact responsibility for taking inbound calls from clients and referral agencies.
3. Provision of initial support and guidance for client queries or issues through answering telephone calls, live chats and emails, following internal and external referral processes.
4. Adherence to all call quality standards and all compliance requirements.
5. Resolve or escalate client queries in line with internal processes.
6. To update and maintain appropriate client records and necessary data using client management systems to ensure the progress of work towards project targets is monitored and that project outcomes are fully recorded.
7. Undertake and record all follow up work to ensure all necessary actions are completed for recorded queries.
8. Work with Energy Advice Line Manager to understand real time demand and establishment of priorities to ensure client needs are met.
9. Maintain knowledge and understanding through a commitment to on-going development and learning.
10. To contribute to the delivery of other NEA work programmes and projects as may be required.
11. Any other duties that may be agreed from time to time.

PERSON SPECIFICATION

Warm and Safe Homes Energy Advice Line Co-ordinator (Scale 4-5)

Candidates should meet the following requirements:

Essential Requirements

- 1 To be empathetic, to be a great listener and to be able to understand the needs of the people calling who may be experiencing hardship.
- 2 To have experience of responding to the needs of clients in direct contact settings.
- 3 Excellent communication skills, particularly when dealing with clients either through oral or written contact.
- 4 The ability to work with a wide range of people and experience of working with vulnerable householders, low income and/or other disadvantaged groups.
- 5 The ability to multi-task efficiently and effectively to ensure NEA's work programme activities, client and customer demands are met.
- 6 Tact and diplomacy when liaising with a wide range of organisations.
- 7 Able to prioritise/work to deadlines to meet targets and project requirements.
- 8 A reasonable level of numeracy.
- 9 Good, accurate note taking, computing and telephony skills.
- 10 An understanding of data protection, confidentiality and data security.

Desirable Requirements

- 1 Awareness of the environmental, social, and economic problems of deprived areas and the roles of the public, private and voluntary sectors in tackling them.
- 2 Experience of client management systems such as AdvicePro or similar.
- 3 Knowledge of assistance available for energy needs and energy efficiency improvements to low-income households.
- 4 Experience of the provision of advice to low-income households in energy efficiency or related fields.