

Job Title	Home Energy Advisor
Reports To	Director
Job Location	Home-based with travel across North Lancashire
Working hours and Remuneration	<p>Home Energy Advisors will be self-employed contractors, earning a fixed fee for each completed home visit or advice call. We can help you access free advice on setting yourself up as self-employed.</p> <p>Home Energy Advisors commit to an availability of 6, two-hour visits per week minimum (Monday to Friday) with the potential for up to 15 visits per week. These are remunerated at a rate of £90 per visit.</p> <p>Energy Advice phone calls are remunerated at a rate of £40 per 45-minute call.</p> <p>Monthly team meetings will be remunerated at a rate of £25 per hour.</p> <p>There will also be opportunities to work in some of Green Rose’s other projects.</p>
Introduction to the Role	<p>We are a social enterprise working across Lancashire to help local households understand and reduce their home energy costs, and to make their homes more sustainable.</p> <p>We provide advice, support and training for local residents and organisations about home energy, carbon emissions, and domestic retrofit. We are the North Lancashire delivery partners for LEAP - the Local Energy Advice Partnership (www.applyforleap.org.uk). Through LEAP we provide free home visits and advice telephone calls to local households in, or at risk of, fuel poverty. We also provide information, advice and training through our free ‘Ask Rose’ advice line, our Local Energy Champions training programme, and various practical projects.</p> <p>We are a small team looking to expand and recruit to our pool of Home Energy Advisors (HEAs). HEAs visit people in their homes to give home energy advice through the LEAP scheme – this can also be done over the phone if the resident prefers. The support given includes helping residents understand and program their heating systems, assessing the home for retrofit improvements as well as sign-posting the resident to possible funding, and identifying and installing small energy saving measures, such as LED lightbulbs and radiator reflector panels. HEAs also help residents understand their energy bills and meters, if necessary, contacting the resident’s energy supplier on their behalf, and assess their needs for schemes like emergency boiler repair and appliance replacement. HEAs will also refer or sign-post residents to helpful schemes and organisations, for example, debt and benefits advice, fire prevention or environmental health.</p> <p>Working with people in their homes and over the phone, HEAs need to have excellent people skills, the ability to build a rapport with residents, an understanding of working with potentially vulnerable adults, and the ability to keep high standards of courtesy and professionalism. HEAs also need to be able to complete simple practical tasks like climbing a ladder to look through a loft hatch or screwing on a letterbox brush. Green Rose CIC can provide full training for all practical tasks.</p>
Main Tasks and Requirements	<ul style="list-style-type: none"> • Provide home energy advice and support to local households, through home visits and telephone calls.

	<ul style="list-style-type: none"> • Offer a high quality of customer service and be a good representative for Green Rose CIC and the LEAP scheme. • Coordinate with the Green Rose and LEAP team to fulfil appointments, track stock and ensure all admin is completed. • Provide equipment to complete advice visits in homes, including ladders, measuring equipment, and electric screwdriver and a tablet computer to fill in the on-line visit form. (Successful candidates can be offered an interest free loan to cover the cost of all required equipment). • Undertake free training: In house LEAP training and a City and Guilds level 3 in Energy Awareness, a nationally recognised qualification for energy advisors • Hold required Public Liability Insurance (£5m) and Professional Indemnity Insurance (£2m) <p>This role is subject to an Enhanced Disclosure endorsed by the Disclosure and Barring Service</p>
<p>Working Relationships</p>	<p>The role will involve a close working relationship with the Green Rose Directors and other Home Energy Advisors.</p> <p>As part of the development of the role you will get to interact with local public and voluntary sector organisations that refer households into our services, and the wider network of LEAP delivery partners across the country.</p>
<p>Essential skills, experience, and attributes</p>	<ol style="list-style-type: none"> 1. Commitment to helping vulnerable households and the local community 2. Demonstrable skills and experience providing high quality customer service 3. Strong capacity to work cooperatively as part of a small team and to work on own initiative without day-to-day supervision 4. Excellent communication skills, to respond to residents in person and over the phone 5. Good written communication and IT skills to update the on-line visit form, write notes and complete admin tasks 6. Practical ability to enable the fitting of small energy saving measures 7. Good knowledge or a strong willingness to learn about energy saving in homes, home retrofit and sustainability 8. Ability to organise your diary and work flexibly to fulfil appointments 9. Ability to travel independently throughout Lancaster and/or Wyre districts for home visits with your equipment
<p>Desirable skills, experience, and attributes</p>	<ol style="list-style-type: none"> 1. Experience of providing advice and support services 2. City and Guilds level 3 in Energy Awareness (will be offered to successful candidates if they don't currently hold it) 3. Experience of lone working or working with vulnerable individuals 4. Experience working in the home energy, or home improvement sector 5. Experience of working in or with local authorities, housing associations or other organisations supporting households