

JOB DESCRIPTION

Customer Service Adviser

Helping households maximise their income, lower their bills and access low carbon technology.

SALARY	CONTRACT	LOCATION	WORKING PATTERN
£28,000 per year	Full-time, permanent	Burton-on-Trent, DE14 1LS	In person

ABOUT THE ROLE

In this role you will give guidance, support and information to households, using your skills to help people with income maximisation, energy efficiency and low carbon technologies.

Communication is at the heart of this position, both written and verbal. You will have the confidence to engage with customers and, at times, manage difficult conversations with care and patience.

You will bring at least one year of experience in supporting others, ideally delivering low carbon technology and welfare focused outcomes, and you will be highly proficient with IT, particularly Microsoft applications.

Above all, you will be positive, patient and empathic, with an adaptable approach and a genuine passion for communicating and engaging with people.

KEY RESPONSIBILITIES

Advice and support

You will provide tailored advice for everyone you speak with, which could include, but is not limited to:

- Income maximisation
- Benefits and entitlements
- Low carbon technologies
- Energy efficiency
- Energy saving behaviours

Data collection and reporting

- Accurately record assessment data using digital tools or case management systems
- Maintain accurate records of advice provided and outcomes achieved
- Support programme monitoring and reporting requirements

Safeguarding and professional practice

- Follow safeguarding procedures when working with vulnerable residents
- Maintain confidentiality and comply with data protection regulations

PERSON SPECIFICATION

ESSENTIAL

- Experience working in welfare advice or energy
- Strong communication and interpersonal skills
- Ability to explain complex information (benefits, energy, heating systems, low carbon technology) in simple terms
- Good organisational and record-keeping skills
- Good digital skills for completing assessments and reports
- The ability to show empathy and manage difficult conversations
- Ability to work independently, prioritise and meet deadlines
- Great time management

DESIRABLE

- Understanding of low carbon technologies (e.g. heat pumps, solar PV, insulation measures)
- Knowledge of government energy schemes (ECO, GBIS, Warm Home Discount and similar)
- Knowledge of fuel poverty, welfare benefits and energy efficiency
- Experience working with vulnerable households or community organisations

OTHER DUTIES AND RESPONSIBILITIES

- Carry out any other tasks within the scope of the post to ensure the effective delivery and development of the service
- Abide by health and safety guidelines and share responsibility for your own safety and that of colleagues
- Comply with all information assurance guidelines

PROFESSIONAL DEVELOPMENT

- Keep up to date with legislation, case law, policies and procedures relevant to the post
- Attend relevant internal and external meetings as agreed
- Be aware of your own learning needs

What can you expect from us?

- A friendly and flexible culture
- A growing organisation with real momentum
- A drive for continuous improvement
- Casual dress and regular company events

BEFORE YOU APPLY

Entitlement to work in the UK

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the relevant provisions. If you are successful and an offer of employment is made, you will be asked to provide evidence of your entitlement to work in the UK.

Diversity monitoring

We recognise the positive value of diversity, promote equality and challenge discrimination. We welcome and encourage job applications from people of all backgrounds.

Monitoring our recruitment and selection procedures is one way we make sure there is no unfair discrimination in the way we recruit. To do this, we would like to know about the diversity profile of people who apply. This information is given in confidence and used for monitoring purposes only.

Shortlisting outcomes

Some positions may require additional assessments, such as a practical task or test.

Criminal convictions

Everyone who applies will be asked to disclose details of unspent convictions during the process. Having a criminal record will not necessarily bar you from the role. Much will depend on the type of job you have applied for and the circumstances of the offence.

Disclosure and Barring Service (DBS) checks will be completed.

Ability to commute or relocate

Burton-on-Trent DE14 1LS: you must be able to reliably commute or plan to relocate before starting work.

Ready to apply?

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