



Cumbria Action for Sustainability – Home Energy Adviser

Self Employed role

An opportunity for sole traders to provide energy advice service on behalf of Cumbria Action for Sustainability (CAfS) as part of Cold to Cosy Homes project.

We are looking for motivated individuals, with a commitment to supporting vulnerable clients, to join our fast growing team of advisers in delivering telephone and in home energy advice. You will have excellent interpersonal skills, sensitivity to the needs of a diverse range of clients and enthusiasm to develop your knowledge of home energy efficiency.

Cold to Cosy Homes is expanding its service to deliver more free home energy advice support across all districts of Cumbria. The service supports vulnerable people who may be living in cold, draughty, or damp homes and includes:

- Advice about home energy efficiency by telephone and in-person at clients' homes by trained CAfS employees and contractors.
- Events and training about home energy efficiency for householders and volunteers.
- The installation of energy efficiency measures such as low energy light bulbs, radiator reflector panels, under door draught excluders, and so on.

The eligibility requirements of Cold to Cosy Homes are designed to target households that either are already in or are at risk of falling into fuel poverty. It is open to all types of householders – homeowners, private renters and social housing tenants.

KEY RESPONSIBILITIES AND TASKS:

- Delivering energy advice by telephone, and in-person at people's homes in Cumbria.
- Identifying current insulation levels and heating system.
- Identifying damp and mould issues.
- Referring clients to relevant Heating and insulation schemes to further improve the efficiency of their home.
- Installation of free simple energy-saving measures such as LED light bulbs, radiator reflector panels, and draught-proofing.

- Tariff, Fuel debt and Smart meter advice.
- Tips and advice on how to reduce energy.
- Onward referrals to other organisations when required.
- Provide a high quality of customer service, building a friendly rapport with clients and a strong and credible reputation for Cold to Cosy Homes and CAfS.
- Travelling independently around Cumbria to deliver the service.
- Contribute positively to peer learning across our team of in-house and contractor energy advisors.
- Contribute to the ongoing work of CAfS generally, including attending appropriate meetings and training sessions.

Person Specification

Essential skills and attributes:

- Skills and experience of providing high-quality customer service.
- Experience of working with a diverse range of people and communities.
- Understanding of the issues households at risk of fuel poverty may face heating their homes.
- Knowledge and understanding of sustainability issues and an interest in the objectives that CAfS seeks to deliver.
- Strong team player and capability to work cooperatively as part of a small team as well as on own initiative without day-to-day supervision.
- Ability to use remote working systems such as Teams, SharePoint and Microsoft Outlook
- Good written communication and Microsoft Office skills.
- Ability to travel independently throughout rural Cumbria.
- Willingness to apply for a DBS check.
- Willingness to undertake City & Guilds Level 3 Energy Awareness training and exam, as prerequisite for giving energy advice as part of the service.

Desirable criteria

The following attributes are **desirable** but not essential:

- Knowledge of domestic energy saving, the domestic energy market, tariff comparisons and switching, renewable energy and other schemes to help people save energy and afford their energy bills.
- Experience of providing energy saving advice.
- Experience of providing services to vulnerable households.
- A qualification in providing energy advice – such as City & Guilds Level 3 Energy Awareness.

- Experience of working with people from a wide variety of backgrounds, including vulnerable individuals and community groups.
- Experience of working in a dispersed team and using Microsoft Teams or similar.
- Practical experience of improving energy efficiency in domestic settings.

CAfS are passionate about giving opportunities to those who might not be able to demonstrate all the skills and attributes for the role, which is why we seek applicants who can adapt and demonstrate the aptitude to learn.

If you would like more information about the role, please email:

cosyhomes@cafs.org.uk

Self Employed role

Advisers will work on a self-employed, sole-trader basis, providing their own insurance (details below) and paying their own tax & National Insurance. Work is not guaranteed and will vary throughout the year, with the peak period being between September and March. You will be required to be available as a minimum of 2 days a week for six home visits or 10 advice calls. We expect there to be more than 2 days a week of work available to contractors.

Telephone Advice Calls

It is expected to have 2 Light Touch Advice Calls in one hour, including preparation and admin time.

Fee is fixed at £15 per call.

Home Visits

Visits are usually 1.5 to 2 hours. Experienced advisers can typically complete up to 3 visits in a full working day – depending on geographical location of clients.

Fee is £90 for a standard visit.

Fee is fixed and covers all costs associated with visiting the client, including resource management, admin and travel time and costs.

Events/meetings attendance

Attending internal meetings and events is covered by a standard hourly fee of £25 per hour.

More Details

1. Advice

Energy-saving advice is provided on behalf of CAfS and is covered by the Energy Awareness City and Guilds Level 3 course, provided by National Energy Action.

Advisers are required to hold this qualification or be qualified as Level 3 Domestic Energy Assessors before commencing the service. Training Course fees are paid by the Cold to Cosy Homes project.

2. Payment

Adviser paid on completion of visits/calls, invoiced to CAfS monthly.

3. Availability for visits

Visits are arranged by Cold to Cosy Homes booking team for the adviser, for days that the adviser chooses and specifies as available (via online calendar). Advisers should agree with CCH the days they are normally available, to enable the service to provide sufficient availability to meet demand across the team of advisers.

Higher volumes of visits usually take place September to April.

4. DBS

The adviser is required to have current basic DBS clearance (less than three years old) at all times when undertaking advice work.

5. Insurance Cover

Sole Traders are required to have:

Public Liability Insurance: cover of at least £5m required.

.

6. Training and pre-start Quality assurance

In addition to Energy Awareness City and Guilds Level 3 course, advisors are required to undergo Cold to Cosy Homes training, shadow visits by experienced advisors and pass a Quality Assurance assessment.

7. Contract

A contract between CAfS and the contractor is agreed and signed before visits and/or calls can commence.

8. Knowledge development

Once on board, the advisor is expected to participate in monthly training meetings, undergo regular quality assurance checks and relevant CPD training as required.