

Position	Energy Advisor
Location	Birmingham City Centre Office based
Salary	£27,509 - £28,900
Hours	37.5 Hours per week Monday to Friday 9-5
Other Benefits	• 25 days holiday per annum, plus bank holidays • Workplace Pension Scheme • Critical Illness Cover • Staff Away Day • Staff EAP Programme • Training Opportunities

About Us

Act on Energy is a leading energy-advice charity working across Worcestershire, Warwickshire and the wider West Midlands. Although energy is in our name, people are at the heart of our organisation. Our vision is to eliminate fuel poverty and reduce carbon emissions, creating positive outcomes for people and the planet.

We work collaboratively with partners, local authorities, community organisations and households to tackle fuel poverty, improve energy efficiency and support the transition to net zero. By joining Act on Energy, you will become part of a dedicated and ambitious organisation committed to delivering meaningful change across the communities we serve.

The Role

The Energy Advisor is responsible for delivering high-quality, independent and impartial energy advice to individuals and households. The postholder will assess each client's circumstances, provide clear guidance on energy use, bills, tariffs, debt and available financial support, and agree practical actions that help clients improve their financial position and the warmth and energy efficiency of their home.

Advice will primarily be delivered by telephone to clients who may be vulnerable, living in fuel poverty or experiencing financial hardship. The postholder will communicate complex information in an accessible manner, make appropriate referrals and maintain accurate case records in accordance with safeguarding, confidentiality and data protection requirements.

The role contributes directly to Act on Energy's objectives of reducing fuel poverty, improving household wellbeing and supporting carbon reduction.

Act on Energy, Ardencroft Court, Ardens Grafton, Alcester, B49 6DP.

Tel: 0800 988 2881 . advice@actonenergy.org.uk . www.actonenergy.org.uk

Act on Energy is a registered charity, number 1075679 and registered in England & Wales, Company number 3621022

Duties and Responsibilities

Client Advice and Casework

- Provide independent, impartial and tailored energy advice primarily by telephone, undertaking appropriate fact-finding to understand each client's household circumstances, priorities and desired outcomes.
- Support clients experiencing high energy costs, fuel debt, billing disputes or difficulty affording essential energy. Review tariffs and payment methods, address smart meter concerns, identify practical energy-efficiency measures and support constructive engagement with energy suppliers.
- Assess eligibility for grants, discounts and local or national support schemes, including the Warm Home Discount and Priority Services Register. Explain eligibility requirements and assist clients to gather information and progress applications where appropriate.
- Explain energy bills, meter readings, tariffs, payment arrangements and supplier correspondence in clear and accessible language. Assist clients to check charges, understand account balances, prepare enquiries and take appropriate action.

Vulnerability, Safeguarding and Referrals

- Recognise indicators of vulnerability, fuel poverty, financial hardship and potential safeguarding concerns; adapt communication accordingly and follow organisational safeguarding and escalation procedures.
- Signpost or refer clients to community outreach officers, specialist services, local authorities and partner organisations where needs fall beyond the scope of the advice service. Explain the referral process, obtain required consent and record all follow-up actions.

Case Management, Compliance and Quality

- Maintain accurate, complete and timely client records, including advice provided, actions agreed, referrals made and outcomes achieved. Record monitoring information consistently and process personal data in accordance with UK GDPR, the Data Protection Act, confidentiality requirements and organisational procedures.
- Maintain up-to-date knowledge of energy market developments, supplier practices, regulatory changes, government schemes and relevant best practice. Participate in training, team briefings and quality-assurance activity, using feedback to improve the consistency and impact of advice.

Standard Accountabilities

- Ensure compliance with the UK General Data Protection Regulation (GDPR) and Data Protection Act.
- Ensure all activities comply with Health and Safety legislation and Act on Energy policies.
- Promote equality, diversity and inclusion across all aspects of service delivery.
- Demonstrate commitment to continuous professional development and organisational learning.
- Undertake any other duties appropriate to the level of the post.

Skills and Experience

Essential:

- Experience providing advice or support in a customer-facing, community, or charity setting.
- Strong communication skills with the ability to explain complex information clearly.
- Empathy and a non-judgemental approach when working with vulnerable people.
- Good organisational, time and record-keeping skills
- Ability to work independently and as part of a team

Desirable:

- Knowledge of the UK energy market, fuel poverty, or energy efficiency.
- Experience working in advice services (energy, housing, debt, welfare, or similar).
- Understanding of safeguarding and data protection principles.
- Experience of outreach or community-based work.

Personal Attributes:

- Committed to impartiality and client-centred support
- Calm, patient, and solution-focused
- Motivated by social impact and reducing inequality
- Willing to learn and adapt in a changing policy environment