



## ROLE PROFILE

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**Job Title:** Specialist (Personal Advisor, HES) **Department:** Energy Advice & Advocacy

**Job Holder:** **Date:** August 2020

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### 1 MAIN PURPOSE OF THE ROLE

The post holder will provide free, impartial and tailored advice to householders both over the telephone, via email and face to face at events. You will provide a professional and excellent standard of service to our customers by advising on a range of subjects with the objective to improve energy efficiency, reduce carbon emissions and tangibly reduce fuel poverty.

### 2 SCOPE OF ROLE (Key Accountabilities)

- To provide bespoke advice to customers through multiple channels, mainly over the phone but also via other channels such as email, online chat, events and workshops
- Provide end to end delivery support to customers, ensuring a positive and supportive customer journey
- Provide a professional and excellent standard of service, achieving quality and customer satisfaction objectives
- Work positively with colleagues to ensure individual and team targets and objectives are achieved

The post holder will:

- Provide advice to customers on a wide range of topics to promote energy and resource efficiency, carbon reduction and fuel poverty programmes
- Engage through effective communication skills to identify needs and key priority areas, tailoring your support to individual needs
- Ensure customers are provided with an excellent standard of service, supported by you throughout their journey
- Deliver support in line with internal processes and quality guidelines
- Maintain up to date knowledge of relevant areas, ensuring accurate and relevant advice is given to customers
- Make referrals to partner organisations where appropriate to help customers access additional support
- Take responsibility for your own learning and development, actively participating in relevant training opportunities
- Work positively with colleagues to share knowledge, best practice and ideas to continually improve our service
- Maintain all associated administration and compliance requirements related to the delivery of the service

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### **3 EXPERIENCE, QUALIFICATIONS AND SKILLS LEVEL**

- Able to demonstrate the competencies required to undertake this post.
- The post holder will be required to complete and pass City and Guilds Energy Awareness level 3 qualification and an SQA accredited in house training programme as part of this role
- Effective verbal and written communication skills
- Ability to work to targets and quality standards
- Effective interpersonal and relationship building skills
- Effective in the use of technology, relevant systems and key software packages
- Able to work on own initiative
- Experience in a customer focused environment
- Analytical and problem solving capability
- Able to use initiative and judgement to resolve issues
- Excellent time management and organisational skills
- Demonstrate personal resilience and be capable of supporting customers experiencing challenging circumstances.

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### **4 ADDITIONAL REQUIREMENTS**

- The role is 'remote first' being principally home based with limited office based activity
- Health, safety and wellbeing are key aspects of all posts and it is vital that the post holder has key responsibilities for promoting the health, safety and wellbeing of themselves, clients and colleagues
- Role model for Equality, Diversity and Inclusiveness
- Subject to appropriate security and background checks.
- All Wise Group colleagues should exhibit environmental awareness and adhere to our ISO 14001 management framework
- Individuals are expected to behave in a manner that exhibits the Wise Group values of nurturing positive relationships, acting with integrity, driving growth and engaging through communication.
- Work flexibly to meet business needs