



w i s e g r o u p

Personal Adviser (Home Energy Scotland)

The Wise Group

The Wise Group is on a mission to transform people's lives.

- The Wise Group is a leading social enterprise working to lift people out of poverty. As an enterprise, we build bridges to opportunity for the most vulnerable in our society.
- Every day we support our customers into jobs, work to lift people out of fuel poverty, and help people coming out of prison to build a better future. Our work is varied and underlying everything we do is a passion and commitment for social justice and a fairer society for all.
- We know how important it is to nurture a positive culture that is focused on the delivery of high quality, continually improving and compassionate support.
- Shaping a positive culture and promoting our values is a vital aspect of this role. Our values being:
 1. We go the distance, so our colleagues and customers reach a positive and sustainable future.
 2. We are ambitious to make a real difference every day; socially, financially, and culturally.
 3. We hurdle boundaries and innovate.
 4. We thrive through collaboration, kindness and learning together.
 5. We celebrate and respect individual difference.

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.

You'll take ownership for

- providing bespoke advice to customers through multiple channels, mainly over the phone but also via other channels such as email, online chat, events and workshops
- Providing end to end delivery support to customers, ensuring a positive and supportive customer journey
- Providing a professional and excellent standard of service, achieving quality and customer satisfaction objectives
- Working positively with colleagues to ensure individual and team targets and objectives are achieved
- Providing advice to customers on a wide range of topics to promote energy and resource efficiency, carbon reduction and fuel poverty programmes
- Engaging through effective communication skills to identify needs and key priority areas, tailoring your support to individual needs
- Ensuring customers are provided with an excellent standard of service, supported by you throughout their journey
- Delivering support in line with internal processes and quality guidelines
- Maintaining 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

About you

- 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.
- Personal Drive – Reflects the ability to be resilient and to achieve through repeated effort.
- Concern for Impact – Reflects the ability to select the appropriate behaviour in order to influence colleagues, customers, and stakeholders to achieve a specific outcome.
- Capability Management – Reflects the ability to set self and others' objectives that directly contribute to the overall enterprise objectives and review these regularly within 'My Contribution'.

The Behaviours

How we do things needs to be at the heart of what we do and how we go about doing it. Success is knowing our values and behaviours and using them to manage our decisions and actions. The behaviours most important to this role are:

- Equity and Diversity – Reflects the ability to support a diverse

and inclusive workplace to achieve a competitive advantage.

- Self-Belief – Reflects the ability to project self-confidence, optimism, and belief in own capabilities.
- Humility – Reflects the ability to lead from behind, as a hidden hand, and not from the perspective of personal ego.
- Integrity – Reflects the ability to work ethically and to share the enterprise value of honesty.

We succeed when we work together.

Here's who you'll be working with regularly:

- Home Energy Scotland Advice Team
- Colleagues across the enterprise
- External Stakeholders
- The main responsibilities of this role are described here. As our needs as an enterprise change, we may need to make reasonable changes from time to time.

More about working for us

There's lots of great stuff about working here. For full details pop over to our webpages.

Our mission is critical and the work is important, but so is your life. We have put together a benefits package, including exercise and mental wellbeing sessions, that mean you can live and work well.

All of our roles benefit from a 'Remote First' approach, giving you flexibility. Need to start late, finish early or fancy a change of scenery? That's fine, our Remote First approach focuses on what you achieve, not presenteeism. With many different working patterns in place, let's discuss what works best. **We're ready to chat.**



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Building bridges to opportunities

www.thewisegroup.co.uk

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