



## Supporting vulnerable Southside energy consumers

### Energy officer – 4 days per week

#### Job description

- Project aims:** To support residents of Govanhill, in particular the most vulnerable gain control of their energy at home.
- The project will provide impartial advice on energy efficiency, fuel bills and fuel poverty. Residents will be supported to take achievable actions following face to face meetings at South Seeds office and where required, home visits to take meter readings or demonstrate heating controls.
- Reporting to:** South Seeds manager
- Responsible for:** Supporting the senior energy officer to deliver this programme. Support the South Seeds team to engage residents in all projects.
- Main relationships:** Residents, energy suppliers' complaint teams, Home Energy Scotland and Govanhill Housing Association welfare rights team.
- Funded by:** Funded via the Energy Industry Voluntary Redress Scheme, [www.energiredress.org.uk](http://www.energiredress.org.uk).

#### Scope of the job

South Seeds is looking for someone who knows the Southside of Glasgow well and is good with people. Our team will train the successful candidate to become an experienced energy officer. Within the first month the successful candidate will have completed their city and guilds energy awareness training and will be mentored to work with clients to reduce their electricity and gas bills. We want someone who can start straight away, is ready to learn and is up for fitting into an existing team.

#### Duties and key responsibilities

- Provide a non-judgmental energy advice service for vulnerable residents. And in doing so, support residents to understand their bills, access the warm home discount, make complaints, manage energy debt and sort out key and card problems.
- Promote the energy service through co-organising and delivering a programme of regular engagement opportunities such as: meetings and events for residents and stakeholders in the area
- Work face to face with clients to empower them to solve their energy problems. This may include: visiting their home to read the meter, explaining a bill fully or demonstrating heating controls.
- Keep up-to-date with the energy saving support available, the eligibility criteria of energy efficiency schemes and fuel poverty payments
- Produce factsheets and promotional material where necessary

## Personal training and development

- Undertake appropriate training where necessary

<b>Person specification</b>		
	<b>Essential Requirements</b>	<b>Desirable Requirements</b>
<b>Professional / Educational Qualifications</b>		<ul style="list-style-type: none"> <li>• The possession of City and Guild qualification in Energy Awareness</li> </ul>
<b>Relevant work /other experience</b>	<ul style="list-style-type: none"> <li>• Experience in working with the public and community organisations to achieve outcomes</li> <li>• Experience of working with vulnerable people</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of installation of energy efficiency measures in homes</li> <li>• Experience of delivering a service in people's homes</li> </ul>
<b>Particular Skills/Abilities</b>	<ul style="list-style-type: none"> <li>• Ability to communicate effectively with members of the public, without judgment and while being aware of any cultural sensitivities</li> <li>• Ability to negotiate with individuals, organisations and local government officials to secure objectives</li> <li>• Ability to work with minimum supervision, to prioritise effectively and to meet tight deadlines</li> <li>• Ability to use all components of the Microsoft Office package</li> </ul>	<ul style="list-style-type: none"> <li>• Promotional and media skills</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Ability to foster a "can do" culture by actively seeking solutions to problems</li> <li>• Flexibility, enthusiasm and the ability to work as part of a small team</li> <li>• Ability to form productive working relationships with a wide variety of people from different organisations</li> <li>• Excellent verbal and written skills</li> </ul>	<ul style="list-style-type: none"> <li>• Self motivation</li> <li>• Innovative skills</li> <li>• Empathy</li> <li>• Ability to motivate others</li> </ul>
<b>Any additional job related requirements</b>	<ul style="list-style-type: none"> <li>• Personal commitment to the principles of sustainable development</li> <li>• Willingness to undertake occasional evening and weekend work</li> <li>• Willingness to undertake an Enhanced Disclosure check or join the PVG scheme</li> </ul>	<ul style="list-style-type: none"> <li>• Familiarity with the local area</li> </ul>

## **Terms and conditions**

*This post is 4 days a week. Your salary for 4 days per week will be £21,600 per annum. South Seeds offer an employer's contribution to a personal pension scheme, of 5% of annual salary. You will be entitled to 34 days holiday per year (pro rata), this includes bank holidays.*

*There is no opportunity for home working in this role, it is a front facing post, working directly with the public every day.*

*The contract will run until 30 November 2025 and may be extended depending on funding. Your place of work will be the South Seeds office, on Victoria Road (Glasgow). South Seeds preference is that work is completed in the office at a fixed time each week by agreement in advance. All energy officers in the team work part time, and we need to ensure there is coverage over weekdays.*

## **How to apply**

Please complete the South Seeds application form, available on our website, and send to [lucy@southseeds.org](mailto:lucy@southseeds.org) by **noon Friday 31 January 2025**. We prefer to receive applications in an electronic format, so we can be reassured you know how to use Microsoft Office and email effectively. Interviews are planned for Friday 7 February and we will inform those we call to interview by Tuesday 4 February.

If you would like to speak to someone about this post please call the South Seeds' manager, Lucy Gillie on 07790119021 (it is fine to call at evenings or weekends).

*Expected start date - as soon as possible.*

**South Seeds, 514 Victoria Road, Glasgow, G42 8BG.  
T: 0141 636 3959 E: [info@southseeds.org](mailto:info@southseeds.org) [www.southseeds.org](http://www.southseeds.org)**