

Domestic Energy Advisor – Energy Services Team

Salary: Band 7 £32,061 - £36,363

Hours per week: 37

Office attendance is required minimum 3-days a week for full time staff, this remains flexible, subject to business needs.

Location: Civic Offices

Contract type: Permanent

The Service

Portsmouth City Council's Energy Services Team is one of the largest and most successful local authority teams in the country, having won a series of rewards and recognition in recent times. The team consists of 14 energy professionals who between them manage all aspects of energy services for the authority and a number of external clients. Functions include: utilities procurement and management; compliance, audit and certification; capital investment pipelines; consultancy services; and domestic energy efficiency and fuel poverty mitigation.

Some examples of recent projects are the delivery of significant upgrades to a large district heating network scheme, over 10MW of commercial rooftop PV, battery storage installations, water saving measures, automated meter reading roll-out, and several large-scale domestic retrofit programmes. Projects are funded through a mixture of grant funding, commercial agreements, and council investment.

The team works closely with the Council's in-house surveyors, architects and engineering teams, both feeding into their projects and leveraging their specialist expertise into energy projects.

What is the Role?

The Domestic Energy Advisor will provide one to one, face to face, bespoke energy efficiency and retrofit advice and guidance to residents. This includes delivering high level surveys of properties to assess the suitability of retrofit measures, providing information and reassurance to Portsmouth Homes tenants about measures they will be receiving, and providing detailed technical advice to residents.

The role also includes developing and managing strategic and detailed engagement plans to maximise engagement with the Switched On Portsmouth service. The Domestic Energy Advisor will be responsible for monitoring the performance of the engagement plans using a range of key metrics and measures.

Further role responsibilities include:

- Providing excellent customer service as the face of the Switched On Portsmouth service.
- Providing technical retrofit advice to households on energy efficiency systems such as insulation, air source heat pumps and solar PV following PAS2035/PAS2030 process and standards.
- Maintaining a good working relationship with key stakeholders such as central government agencies, neighbouring local authorities, and a range of internal departments.
- Providing training and support on energy retrofit and efficiency to frontline staff in Portsmouth City Council and partner organisations.
- Arranging the creation and distribution of marketing and promotional materials.
- Responding to queries and complaints from service users.

- Procuring and managing contracts with suppliers providing energy efficiency and retrofit advice and measures.
- Creating and presenting reports to scheme referral partners.

Who is the Person?

The candidate should have an in-depth knowledge of the principles and technologies associated with energy efficiency and climate change, as well as experience of customer service within the domestic energy sector.

The candidate must be able to work with internal and external clients to develop workstreams, relationships and partnerships. They must have well developed verbal and written communication skills and the ability to produce clear, concise reports to a variety of stakeholders.

They must have the ability to manage their own workload in an independent manner, managing staff resources and expertise as appropriate. The role requires a proactive individual who can actively seek and create their own tasks, work plans and strategies to fulfil the expectations of the role. A high level of interpersonal and analytical skills are required.

The role requires the candidate to meet with residents on a face to face basis; they must have excellent customer service skills and the ability to manage expectations.

Essential Criteria

- Experience within and/or extensive knowledge of the domestic energy and retrofit sectors.
- Knowledge of prevailing legislation and policy related to domestic energy efficiency, and the PAS2035/PAS2030 retrofit standards.
- Experience in customer service, including working with vulnerable customers and managing expectations.
- Experience of manipulating data and compiling and presenting reports.
- Ability to work with stakeholders, including experience of creating and managing partnerships, undertaking presentations, delivering training, and leading meetings.
- Ability to manage own workload and show attention to detail.
- Well-developed verbal and written communication skills.
- IT skills including competence in Microsoft Word, Excel and PowerPoint.
- Full UK driving licence.

Desirable Criteria

- National Energy Action Level 3 award in Energy Awareness, or equivalent.
- Retrofit Academy Level 3 award in Domestic Energy Assessment and/or Domestic Retrofit Advice, or equivalents.
- Knowledge and experience of public procurement processes.
- Experience in customer relations.
- Knowledge and experience of developing, managing and implementing strategic and detailed engagement plans.

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