



## **Energy Assistant (Domestic) - Energy Services team**

**Salary:** Band 6 - £28,239 - £32,061 p.a.

**Hours per week:** 37

**Location:** Civic Offices, Portsmouth. We offer hybrid working with up to 2 days per week working from home

**Contract type:** Permanent

Portsmouth City Council's Energy Services Team seeks to employ an Energy Assistant (Domestic) to provide energy related advice and guidance to residents in Portsmouth, Gosport and Havant, and help manage and develop our outreach activities.

### **The Team:**

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?**

We are seeking an Energy Assistant (Domestic) to join Portsmouth City Council's Energy Services Team. The Energy Assistant (Domestic) role provides support and assistance to residents looking to reduce the amount of energy they use, save on their energy bills, and cut their carbon emissions. The role will support the Switched On Portsmouth, Switched On Gosport and Switched On Havant services, which provides advice and grant funded measures.

The post holder will organise stalls, drop-in sessions, and other opportunities to provide face to face advice to residents on a wide range of topics relating to domestic energy. Approximately 25% to 50% of the post holder's time is expected to be allocated to attending these events. The post holder may also be required to deliver training and presentations to front line staff, to encourage and support them to refer residents into the Switched On services, and in addition may on occasion be required to carry out home visits to provide advice. The remainder of the role is office-based, and includes responding to phone, email and social media queries from residents, helping to maintain the Switched On websites, updating the Switched On Portsmouth social media accounts and providing content to Gosport and Havant Borough Councils for use on their accounts, organising stalls and



events, building relationships with other Council teams and relevant organisations to help increase the reach of these events, managing the collateral used on stalls, and liaising with suppliers providing Switched On services. Energy Assistants work principally on domestic energy efficiency and fuel poverty mitigation; however, they may be asked to work on other tasks as deemed necessary by management.

The Energy Assistant must be confident in giving advice on domestic energy and water efficiency, energy decarbonisation, energy generation and storage, as well as on fuel poverty mitigation schemes, minimum energy efficiency standards, grant funding and utility metering and bills. The post holder will be using phone, email and social media to respond to customer and contractor enquiries.

The Energy Assistant will be expected to manage and track outcome statistics, including obtaining data from contractors, to support development of an engagement strategy, and to help to identify trends and resolve issues. They will also need to track progress of referrals for individual residents and ensure they are supported as fully as possible. In addition, they will help with raising purchase requests and making payments to suppliers.

### **Who is the person?**

The candidate should have experience and knowledge of the domestic energy sector and a passion for helping potentially vulnerable customers. The ability to work in a customer facing role is essential; with evidence of call handling and face to face customer engagement, ideally in the provision of advice about energy.

The candidate should be practical and comfortable with working independently and managing their own workload. The ability to adapt to a situation presented by a customer is essential; tailoring energy advice according to the needs of each client on a case by case basis.

The candidate must be comfortable building and maintaining relationships with a variety of stakeholders, and must have excellent administrative skills and demonstrate attention to detail; as well as being confident in the use of Office programs; in particular Word, Excel and Outlook.

It is desirable that the candidate hold Level 3 Energy Awareness or similar qualifications related to energy efficiency or fuel poverty, although training may be given to the successful candidate. A full clean driving licence is required.

### *Essential criteria:*

- Knowledge of and experience in the energy industry; particularly prevailing national funding mechanisms.
- The ability to prioritise your workload to meet targets and deadlines.
- Experience in customer service, including working with vulnerable customers and managing expectations.
- The ability to show confidence, skill and knowledge in handling enquiries, whether in writing, over the phone or face to face.
- Good interpersonal skills and an ability to actively engage and rapidly build rapport with a wide variety of individuals.
- Ability to build and maintain relationships with a variety of stakeholders.
- Ability to support project administration and support project managers.



- IT skills including competence in Excel, Word and Outlook.
- Full UK driving licence.

*Desirable Criteria*

- National Energy Action Level 3 award in Energy Awareness, or equivalent.
- Experience in providing energy related advice to residents.
- Experience in delivering training to front line staff.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.

**General Data Protection Regulation (GDPR)**

Portsmouth City Council is the Data Controller of any personal information you provide when applying for a job. It will only be used in connection with the recruitment process and will not be kept for longer than necessary. For more detailed information you can access the Data Protection Privacy Notice on our [careers portal](#).