



# Cassiltoun Housing Association Energy Advisor Fixed term to 31<sup>st</sup> January 2027 Candidate Information Pack





Thank you for your interest in our vacant position of Energy Advisor – Fixed Term until 31<sup>st</sup> January 2027.

This file contains all of the information you will need to apply for the post:-

- General information regarding the Association
- Our job advert which can also be found in Employers in Voluntary Housing's website.
- The Job Description and Person Specification
- A brief summary of the Terms and Conditions of the post
- Staff structure – this can be obtained from the Association's website

**If you wish to join our ambitious team, please complete our application form and submit it along with your CV and personal statement to [recruitment@cassiltoun.org.uk](mailto:recruitment@cassiltoun.org.uk).** Your CV must describe how your experience, skills and knowledge would enable you to meet the Person Specification for this post.

For further details on the post please visit our website at <https://www.cassiltoun.org.uk/vacancies/>.

Please note the closing date for applications is **Wednesday 12<sup>th</sup> February 2025 @ 12 noon**. We will not accept any applications received beyond this time.

**Interview Date: Monday 17<sup>th</sup> February 2025.**

If you require further information regarding the Association or the position advertised, please do not hesitate to contact myself directly.

Thank you.

Paula Brownlie  
**Head of Corporate, HR and Finance**  
Telephone: 0141 631 5207  
Email: [paula.brownlie@cassiltoun.org.uk](mailto:paula.brownlie@cassiltoun.org.uk)



## 1. *Background*

- 1.1 Cassiltoun Housing Association was formed in 1984 and is a Registered Charitable Organisation which operates within a Group Structure
- 1.2 The Association owns 1,077 tenanted units and factors 145 owners and has recently completed an ambitious development programme of 102 high quality homes over 4 distinct sites.
- 1.3 The Association has 3 sub-committees:
  - Group Audit & Risk
  - Staffing
  - Operations and Regeneration
- 1.4 The Association and its subsidiaries are social enterprises and are actively involved in the regeneration of the local area. This includes: employment programmes, social inclusion initiatives, environmental initiatives and projects to improve education and health outcomes.
- 1.5 The Association operates from our offices at the multi-award winning Castlemilk Stables.

## 2. *Staffing*

- 2.1 The Association's current staffing structure involves 30 staff deployed as follows:
  - CEO
  - Senior Leadership Team –
    - Director of Operations
    - Head of Corporate, HR and Finance
    - Head of Asset Management
    - Housing Manager
  - Operations Team (incorporating Technical Services, Housing Services, and Advice Team)
  - Finance and Corporate Services Team
  - Community Team



Cassiltoun are committed to regenerating our community not only through first class housing and environmental services but by our wider regeneration work which includes activities such as welfare advice, employability and training, Castlemilk Park, children's projects and community health projects. We also work closely with our subsidiary companies and in partnership with other organisations and agencies.

Cassiltoun Housing Association are looking to recruit an experienced, motivated and enthusiastic individual for an opportunity which has arisen in our Technical Team.

Energy Advisor – Fixed Term until 31 <sup>st</sup> January 2027	CHA Grade 6 PA17-20 £33,850 - £36,994 (pay award pending)
---	---

We have received funding through the Energy Redress Scheme to employ an Energy Adviser. The post holder will aim to reduce fuel poverty and breakdown the barriers faced by our tenants and service users to be able to live in a warm and safe home.

The successful applicant should hold City & Guilds, Level 3 qualification in Energy Advice or achieve this within 2 weeks of the post commencing as this is a requirement of the funding.

We are looking for someone with excellent written and verbal communication skills. The postholder should be self-motivated with experience of providing information and advice ideally in the field of fuel poverty and energy advice.

**If you wish to join our ambitious team, please complete our application form and submit it along with your CV and personal statement to [recruitment@cassiltoun.org.uk](mailto:recruitment@cassiltoun.org.uk).** For further details on the post please visit our website at <https://www.cassiltoun.org.uk/vacancies/>.

**Closing Date: Wednesday 12<sup>th</sup> February 2025 at 12 noon**

**Interview Date: Monday 17<sup>th</sup> February 2025**

Cassiltoun Housing Association is striving towards equal opportunities for all.

## JOB DESCRIPTION

<b>Job Title</b>	Energy Advisor – Fixed Term until 31 <sup>st</sup> January 2027	<b>Department</b>	Operations
<b>Reporting To</b>	Advice Team Co-ordinator	<b>Grade</b>	CHA Grade 6 PA 17-20 (pay award pending)
<b>Location</b>	59 Machrie Road, Glasgow	<b>Date</b>	January 2025

<b>Job Purpose</b>
<p>The Energy Advisor is responsible for the delivery of Cassiltoun Housing Association’s Energy Advice Project which is funded through Energy Industry Voluntary Redress Scheme.</p> <p>The post of Energy Advisor will work collaboratively within Cassiltoun Housing Association to deliver an energy advice service to all tenants and service users of the organisation. The aim of the project is to reduce fuel poverty and breakdown the barriers faced by our tenants and service users by providing direct support, education and advice on energy consumption, improve energy efficiency and lower energy costs. The postholder will support and help on understanding bills and find practical ways to reduce costs, identifying the best tariffs and payment methods. They will provide education on how energy consumptions affects us and ways to improve living conditions by ensuring adequate heating, ventilation without excessive energy usage. Tenants and service users will be provided with knowledge and tools they need to make informed decisions about their usage and making positive behavioural changes.</p> <p>The Energy Advisor will work closely within the existing Advice Team to ensure income is maximised. The Advisor will support individuals to sustain their tenancy by identifying and applying for benefits, suitable grants and other financial support to assist with fuel usage and debts.</p>
<b>Accountability</b>
<p>Role is part of the Advice Team reporting to the Advice Team Co-ordinator.</p>
<b>Key Responsibilities</b>
<p>To ensure that the Cassiltoun Energy Advice Project is managed, ensuring planning, monitoring and implementation are undertaken in line with the project budget and the requirements of the funder (Energy Industry Voluntary Redress Scheme).</p> <p>To assist Cassiltoun and their subsidiary companies meet their strategic and operational objectives as defined within the Association’s Business Plan, Service Plans and subsidiary Business Plans.</p> <p>To provide information and advice on all aspects of Energy Advice and to assist with the sustainability of tenancies through early supportive intervention.</p> <p>To provide comprehensive energy advice, including benefits, suitable grants and other financial support to assist with fuel usage, reducing fuel debts and seeing case management through to conclusion.</p>

To mediate and negotiate for individual cases and enquiries for those in dispute and/or debt with utility companies.

Maintain up to date knowledge of all areas of advice on energy consumption ensuring service users are always given accurate and relevant advice and information

To deliver energy advice service by telephone and /or office appointments to all existing and new cases

To undertake, when appropriate, home visits to support households to understand energy usage, advice on ways to improve living conditions by ensuring adequate heating, ventilation without excessive energy usage.

To develop and deliver energy workshops/training/events for the local community

To promote the take-up of benefits through carefully targeted campaigns to identify and target potential service users.

To manage referrals of the Project and refer service users onto other relevant support within the Advice Team or other services for advice and support.

To be responsible for case management and maintaining suitable monitoring frameworks to ensure necessary performance reports that are required for the Cassiltoun Energy Advice Project in line with funding requirements.

To publicise energy advice and performance through newsletters, social media and websites.

To investigate and apply for other funds and work with other agencies that will improve tenant welfare (for example charitable grants).

To work closely with the Technical team to identify tenants with capped supplies to assist in restoring gas supply to improve energy efficiency of the home.

To work closely with the Housing Services team to identify new tenants to support setting up energy accounts, providing meter readings, setting up appropriate payment methods and providing education on consumption, energy efficiency with regards to heating and ventilating their homes.

To keep Boards of Management up to date with current energy advice issues.

To work with the staff team to deliver information sessions to the local community.

### **Corporate and Strategic**

To assist the organisation with updates on changes in energy advice or other relevant legislation, regulations and relationships that impact on delivery of the business and its services by providing relevant briefing papers and training to staff and Board members.

Compile reports for the Cassiltoun Group's Board of Management and funder Energy Redress on a quarterly basis or as required and attend meetings if required.

Contribute and assist in producing the Association's newsletter.

### **Value for Money**

Work in an efficient manner that delivers value for money for the Cassiltoun Group, our tenants and stakeholders

Identify efficiencies and communicate them to your line manager.

### **Cassiltoun's Values**

Understand and uphold the Association Values

### **Procurement**

Understand and comply with best practise in procurement of goods and services and adhere to the Associations Procurement policy.

## **Other Tasks/Activities**

### **Health & Safety**

- Understand your responsibilities as an employee under Health & Safety legislation
- Comply with the Association's Health & Safety policies and relevant legislation.
- Ensure that all company activities are discharged in a safe manner, minimizing risk at all times.

### **Training**

- Be responsible for identifying your own training requirements in relation to the role and proactively seek ways to improve your own knowledge and skills;
- To attend training and personal development courses as and when required by the Association;
- Understand your own responsibilities under the ICT User policy
- Maximize the use of ICT facilities and technology initiatives and contribute to their development where appropriate

### **Equality & Diversity**

- Observe and promote the Association's Equality & Diversity policy at all times.
- Comply with the Association's Equality & Diversity policy and relevant legislation.

### **Sustainability**

- Assist in the company's aim to reduce the negative impact of services on the environment by considering the sustainability of activities and resources employed

### **Other**

- To abide by the Association's Complaints Policy, GDPR and other relevant policies as appropriate.
- To attend meetings out-with normal working hours, as and when required;
- To carry out any other duties which may be reasonably requested by your line manager and undertake any other duties subsequently allocated by the Association's management;
- The duties of the post will be reviewed and modified in line with the exigencies of the service





## Person Specification

<b>Job Title</b>	Energy Advisor – Fixed Term until 31 <sup>st</sup> January 2027	<b>Department</b>	Operations
<b>Reporting To</b>	Advice Team Co-ordinator	<b>Grade</b>	CHA Grade 6 PA 17-20 (Pay award pending)
<b>Post Number</b>		<b>Date</b>	January 2025

Category	Essential Criteria	Desirable Criteria
<b>Experience</b>	<p>Experience of working in an advice and information organisation within the third/charity sector</p> <p>Experience of working with varied client groups and wide range of external partners to provide wider support to service users</p> <p>Experience of providing excellent front-line customer service face to face, in home and on the telephone</p> <p>Working knowledge of IT including all Microsoft Office products and confidence in using digital technology</p>	<p>Experience in producing good quality letters, reports and complex applications and presenting work in a clear layout</p> <p>Demonstrate an understanding and awareness of the relationship between energy advice and other areas of social welfare law</p> <p>Knowledge of introducing small scale energy efficiency measures and setting heating controls, thermostats and advice on managing condensation</p> <p>Experience in planning and delivering information workshops, training and events on energy advice</p>
<b>Skills and Abilities</b>	<p>Ability to communicate effectively with customers, colleagues and Board members of varying experience and backgrounds</p> <p>Ability to interpret regulations and legislation and communicate them to service users and colleagues in an easy to understand manner</p> <p>Excellent verbal, written, communication and presentation skills</p>	<p>Experience in coordinating and delivery of fuel support energy vouchers to tenants</p>



	<p>Excellent organisational skills and the ability to prioritise their own work</p> <p>The ability to effectively manage their time, set and prioritise their own work and work on their own initiative and meet deadlines</p> <p>The ability to work individually and as part of a team without close supervision</p> <p>Good interpersonal, negotiating, mediating skills</p> <p>Ability to evaluate the success of support and advice provided to service users</p> <p>Ability to establish and manage a wide network of key partners/contacts which will support the objectives of the Energy Advice Project</p>	
<b>Qualifications &amp; Knowledge</b>	<p>Hold Level 3 Award in Energy Awareness or demonstrate a willingness to achieve this on appointment</p> <p><b>Note: It is a requirement of the funding that the successful applicant has achieved this award. The post holder will be required to attain this qualification within 2 weeks of start date. Relevant training will therefore be provided if you have not yet been accredited</b></p>	<p>Up to date knowledge and understanding across all areas of advice provision</p> <p>Knowledge of Community based Housing Associations.</p> <p>Knowledge of wider sustainability and climate change issues</p>
<b>Personal Qualities</b>	<p>Committed to own personal development</p> <p>The ability to maintain empathy and have a regard for confidentiality</p>	<p>Ability to think creatively</p>



## Energy Advisor – Fixed Term until 31<sup>st</sup> January 2027

### Summary Terms of Conditions

Location	59 Machrie Road, Glasgow G45 0AZ
Standard Hours of Work	35 hours per week, Monday – Friday (can be worked flexibly)
Grade & Salary	Grade 6, PA17-20
Payment Method	Paid on the last Thursday of each month by the BACS system into your bank account
Annual Leave	27 days per annum (pro rata)
Public Holidays	15 public holidays
Notice Period	One month written notice by either side
Pension	The Association currently offers a contributory pension scheme (The Pension Trust – TPT) Maximum 10% employer contribution plus option to participate in the pension salary sacrifice scheme.