

JOB DESCRIPTION AND PERSON SPECIFICATION

JOB TITLE: Community Energy Champion

Employed by: Imago Community

Responsible to: Service Manager

Working hours: Full time or part time, Monday to Friday. Flexibility required as occasional evening or weekends needed

Background: Imago is a social action charity delivering an innovative range of services to individuals, voluntary and community organisations and private and public-sector agencies in Kent, East Sussex, Medway and London. Underpinning our work is a commitment to excellence, evidencing impact and safeguarding vulnerable people. We work with individuals, families, and communities to create change together.

Purpose of Role: To engage with individuals and families referred to Imago's Services, providing energy efficiency advice, access to appropriate benefits and grants; supporting people to reduce their energy bills, and maximise their income. Working with energy partners to provide information and individualised support putting people in control and supporting the wider aim of reducing fuel poverty.

RESPONSIBILITIES AND DUTIES

- Train as a Community Energy Champion to be able to provide energy advice to people in communities
- Carry out home visits with clients to complete Home Energy Audits
- Provide information, advice and guidance and individualised support to clients; create energy action plans and support take up of available options
- Deliver face-to-face and virtual energy workshops across Imago Services (parent groups, carers groups, community groups, etc), to include information on energy efficiency
- Recommend grants and offer support with applications e.g. grants, Priority Services Register, Smart meters
- Liaise with Energy Providers, National Energy Action, Water Companies; arrange themed workshop sessions
- Train Imago staff teams in different initiatives, grants available, etc.
- Provide information on grants, and work with the training and marketing teams regarding resources, social media, etc.
- Maintain excellent records; use Charity Log database to record support, contacts, group attendances, impact on individuals; provide monitoring information and reports
- Work with the Performance & Evaluation team; put people forward for customer satisfaction (CSAT) surveys with UKPN
- Undertake relevant internal and external training
- Work with an understanding of and adhere to Imago policies and procedures
- Have a commitment to equal opportunities, ensuring services are accessible to all sections of the community

ESSENTIAL SKILLS AND EXPERIENCE

- Relevant personal or professional experience of delivering information and advice to a range of client groups
- Experience of supporting clients to complete forms
- Confident to deliver workshops sessions to small groups
- Ability to work independently and as part of a team; to meet objectives, achieve targets and work to tight deadlines
- Excellent communication; flexible and adaptable working style; proven experience of report writing
- Good planning skills, time management, attention to detail
- Proficient in using word, excel, websites and experience of using a database
- Ability to forge effective relationships at all levels and across boundaries
- Good level of education
- Hold a full driving licence with business insurance and have access to own transport

Desirable Experience

- Relevant qualification related to providing advice and information

**Post is subject to references and a satisfactory enhanced
Disclosure and Barring Service check**