



Energy Advisor

(Job Description and Person
Specification December 2025)

The Wrekin
Housing Group

THE WREKIN HOUSING GROUP

ENERGY ADVISOR – JOB DESCRIPTION

This is a broad outline of what is expected of the postholder.

RESPONSIBLE TO: DEBT & ENERGY MANAGER

KEY OBJECTIVES:

- To support the Debt & Energy Manager with the Energy Advice project
- To provide in house expert, tailored energy advice to customers of The Wrekin Housing Group & Housing Plus Group
- To support the Debt & Energy Manager in ensuring there is a healthy demand for Energy Advice and managing this workload solely
- To be a point of contact for any energy related queries, both internal and external
- To lead and manage the marketing of the Energy Advice service
- To work in partnership with the Money Matters Teams and Housing Teams to deliver a service to help our customers sustain their tenancies and ensure their homes are as comfortable as possible

KEY AREAS OF RESPONSIBILITY

- To work alongside the Debt & Energy Manager to develop, continually review and improve the Energy Advice service
- To work alongside our well-established Money Matters Team to provide holistic and in-depth impartial energy advice to our customers. Making referrals for Income Maximisation, Budgeting and Debt Advice as required
- To identify opportunities to deliver energy presentations to colleagues, customers and community groups
- To provide comprehensive, one to one energy advice and casework support to clients referred to the service, primarily through home visits to assist customers directly
- To effectively manage an active energy advice case load
- Work with the Debt & Energy Manager as required to understand real time demand and establishment of priorities to ensure client needs are met
- To actively promote the service to both internal teams, customers and external partners, working closely with our Marketing team.

KEY RESPONSIBILITIES

- Educate customers on behavioural changes to impact on their energy usage, and the most efficient way to control energy in their property
- Provide learning on energy efficiency and how customers can reduce their net carbon footprint
- Offer help with practical energy saving measures to use in the home
- Identify income maximisation opportunities, working alongside our Money Matters Team & Employment and Money Advice Team
- Identify wider support needs such as budgeting or regulated debt advice
- Identify those that would benefit from more affordable heating options in the future, working with our Asset team to influence planned projects
- Report back on property issues the tenant may be unaware of
- Train front line teams to identify fuel poverty and offer simple and practical advice
- Use our Social Value champions across the business to drive fuel poverty awareness across the business
- Identify ways of us understanding our customers energy issues better
- Record and maintain detailed and accurate case recordings using a case management system
- Prioritise and manage an active energy advice case load
- Prepare and interpret statistical monitoring and evaluation to support the sustainability of the service
- Represent the organisation and actively participate in meetings, promotional events and conferences where appropriate
- Prepare and present reports in various format and styles as required supporting the monitoring and review of Wrekin Energy Advice
- Prepare and deliver awareness sessions to staff teams and/or customers to improve awareness and referrals to the service
- Participate in meetings with our Marketing team and coming up with innovative ways to help reach those impacted in fuel poverty, on digital channels including Facebook, TikTok and the groups website.
- Work with customers on a one to one basis, without direct supervision, both remotely and at suitable locations across the Group partners.

- Ability to identify own training needs and identify training opportunities with line manager
- Have good stakeholder skills and work closely with other Fuel Poverty organisations across our geography to ensure awareness of our service and identifying opportunities to support our tenants
- Work with a non-judgmental approach and a strong understanding of issues of confidentiality and data protection
- To work collaboratively with colleagues across the organisation and stakeholders and use these opportunities to positively promote the work that the team do and our customers voice
- To support colleagues across the Group to manage cases of Condensation, Damp and Mould, reviewing the support offered to try and minimise root cause on fuel poverty cases
- And any other duties that may be agreed from time to time

THE WREKIN HOUSING GROUP

ENERGY ADVISOR– PERSON SPECIFICATION

QUALIFICATIONS

- Minimum 2 GCSE passes in English Language and Mathematics or equivalent
- NEA/City & Guild Level 3 Award in Energy Awareness or similar

KNOWLEDGE, SKILLS AND EXPERIENCE:

- Demonstratable experience in delivering energy advice
- Experience of managing a caseload and working in a performance management framework
- Experience of working with low income and/or vulnerable customers or other disadvantaged groups
- Experience of the provision of advice to low-income households in energy efficiency or related fields
- Excellent verbal and written communication skills, in particular the ability to advocate on behalf of clients by presenting a clear argument verbally or by writing clear concise letters
- Proven ability in helping an individual reach their full potential
- Be a 'people person' with the ability to build rapport with and be sensitive to the needs of customers who are facing crisis and may have multiple and complex needs
- Tact and diplomacy when liaising with a wide range of organisations
- Be flexible, self-motivated, enthusiastic and resilient, with an excellent attention to detail
- An understanding of welfare reform issues
- A positive can-do approach to problem solving and challenging situations, with the ability to quickly analyse and react to complex problems, recommending the most suitable solutions
- Proven ability to use a wide range of IT packages, including word processing / spreadsheet / database / excel/online portals to a high standard, along with experience of email/electronic diaries
- Proven ability to work both on own initiative and as part of a team, and to be able to plan & organise own work to meet deadlines under pressure
- Full driver's licence and have access to a vehicle for business use
- Experience of the preparation and delivery of presentations

COMPETENCIES

- Adheres to and promotes the Groups business values. Deals with customers and colleagues with commitment, integrity and respect.
- Recognises and respects the individual value of all employees. Adopts an open, flexible and receptive approach to working with others.
- Produces accurate and high-quality work. Uses initiative and consults with manager where required.
- Articulates opinions and information confidently and clearly. Actively listens to the communications of others.
- Supports and shares information with team colleagues, actively participating in decision-making and problem solving to improve services.
- Assists in identifying problems, offering appropriate ideas to resolve them.
- Demonstrates judgement and the ability to contribute to decision-making at a local level. Seeks advice and information when appropriate.
- Is aware of main company objectives, demonstrating flexibility in task management and priorities as required. Contributes ideas to facilitate change and improve services.

OTHER

- Must possess a current driving licence.
- Attendance at occasional out of hours meetings may be required plus flexibility with regard to hours worked