



CLYDE VALLEY
GROUP

CVHA Energy Advisor



An aerial photograph of a residential development. The houses are arranged in rows, with grey tiled roofs and solar panels. The buildings are a mix of light-colored and brick. There are green lawns and wooden fences between the houses. A road is visible in the middle ground. The overall scene is a modern, planned housing estate.

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WELCOME FROM THE CHIEF EXECUTIVE



Dear Candidate,

Thank you for taking an interest in the role of Energy Advisor within our Community Development Team at Clyde Valley Group.

We appreciate that the Covid 19 pandemic is presenting a significant range of challenges for everyone. CVG is continuing in its commitment to support our team and customers through this difficult time and to be even more flexible and adept in how we work and in how we deliver services and review our priorities. I'm proud to say that we're handling this situation, as ever, with compassion, mutual support and professionalism.

You will work as part of a small team to develop important links with our customers and third parties to reduce fuel poverty within our communities.

The Group has successfully established our reputation for building high quality new affordable homes for 24 years for social rent, mid-market rent and market sale. Over the last 10 years, we have invested £185m in Government housing grant and private finance from our lenders in new homes and have become one of Scotland's top ten biggest developing Registered Social Landlords. Our current plans mean we aim to provide another 600 new homes by 2022, mainly for social rent.

Clyde Valley Housing Association is a Registered Social Landlord and a charity. We want to achieve the right balance of investing in new and existing homes and services with offering our customers great value for money at a price they can reasonably afford. We recognise the pressures our customers face. As we continue to grow, we are setting ourselves the challenge of keeping our costs down, increasing how efficient we are and driving up productivity.

Much is changing for our customers and for the housing sector and Scottish Government is encouraging us all to think as far ahead as 2040. There are huge challenges of achieving a carbon neutral Scotland, addressing poverty and inequality, growing numbers of older people

and single households, health needs, homelessness, welfare benefit changes and the rapid development of new technology in all areas of life. We'll be doing more work on the future design of our new and existing homes to support people throughout life changes.

Ambition and a focus to deliver better drives us on a daily basis and we intend to ensure our customers experience excellent service and influence what we do, in ways that make them feel valued and understood. Over the next 2 years, our service will look and feel more responsive, modern and flexible as we use customer insight and data to drive decisions and improvements. There will be more opportunities to access services 24/7 on line and we will continue to test and drive up the quality of our customer service and performance, including through Customer Services Excellence Accreditation.

If you're successful, I'm confident that you'll receive the warmest of welcomes and you'll feel valued as part of an exceptional team. We're a team that chooses to be positive. Getting the right work/life balance for our people is a must and we're delighted to have achieved Healthy Working Lives Gold in 2020.

Clyde Valley Housing Association wants every member of its team to realise their potential, so we can meet future challenges, spot new opportunities and deliver something exceptional for customers.

We look forward to receiving your application and best of luck!

Lynn Wassell

Lynn Wassell
Chief Executive
Clyde Valley Group



ABOUT CLYDE VALLEY GROUP

Who We Are

CVHA is a Registered Social Landlord (RSL) partner in Lanarkshire and East Dunbartonshire, Our Group continues to grow and we now own around 4200 homes and provide factored services to more than 3000 owners. We are proud that people see us very much as a local and regional landlord and employer. We make a notable difference to lives and communities, including to help meet housing needs. By 2025, we'll be providing a brilliant customer experience to at least 8500 customers.

Our Vision

To provide high quality homes and services that make a difference to people's lives and their communities

Our Values

BE all about the customer

Customers are our first priority and they drive everything we do and how we do it. This means we will make sure we know our customers well, do the right thing, and always deliver on our promises.

BE ambitious

CVG and our people continue to grow and we'll always be ready for any opportunity as long as it benefits our customers. We'll support customers to realise their ambitions too.

BE driven by excellence

Our CVG team is relentless about doing better for customer, learning and focussed on improving performance, doing more for customers and reducing customer effort.

BE caring

Most importantly we're people centred, will listen and support customers and each other. We care about getting it right for customers

Together we make the difference

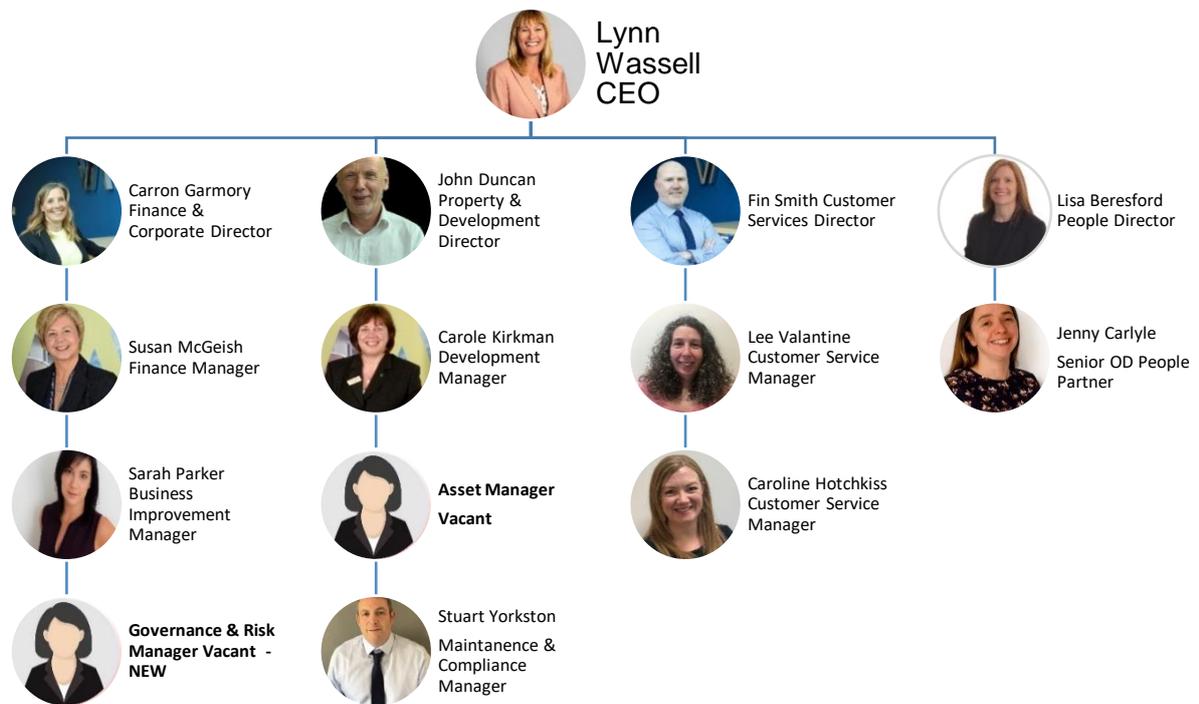
Great teamwork matters and we'll work together in enjoying what we do and making life easier for customers

*To view our corporate strategies and supporting case studies click [here](#)

*To view our short films made click [here](#)



CLYDE VALLEY GROUP STRUCTURE



CLYDE VALLEY GROUP

Role profile

Job Title: Energy Advisor – 12 Month Fixed Term Contract

Salary: EVH Grade 7 (£33,642 - £36,941 pro-rata)

Reporting to: Senior Community Development Officer

Hours: 17.5 hours per week

Overall Purpose

- To provide an energy advice service to the customers of CVHA and the wider community through initiatives, 1:1 interactions and support, facilitating workshops online and face to face community events
- Responsibility for developing this role and driving the promotion and delivery of energy advice and assistance within our communities
- Alleviate fuel poverty where possible and promote tenancy sustainment
- Develop and create strong partnership links within our local communities, work in collaboration with stakeholders to provide support and advice to run community events
- To identify and target sources of local charitable and national funding to support the functions of the Wellbeing Hub with a focus on energy advice and alleviating Fuel Poverty

Main Responsibilities

Service delivery

- To provide immediate assistance to those experiencing fuel poverty but also to look at preventative measures contributing to successful tenancies
- To work closely with colleagues to minimise arrears, particularly due to fuel poverty issues and improve the energy efficiency of our stock
- To provide advice to customers on saving energy in their homes and other steps they can take to avoid fuel poverty, making referrals to other agencies as appropriate
- To have a pro-active approach in seeking out and supporting customers who may find interactions with other agencies difficult
- To deliver affordable energy advice both in a pro-active and reactive way via phone, digital workshops, office interviews and home visits as appropriate.
- To provide a knowledgeable and expert point of contact for our customers regarding energy advice and liaise with external agencies on their behalf where appropriate
- To offer customers support through our Fuel Bank Foundation Fund, promote and encourage uptake of practical energy efficiency measures

- To identify and implement digital methods as a means of promoting and delivering an energy advice and information service, in light of pandemic restrictions

Communication and engagement

- To educate customers about their household energy consumption, develop their skills and confidence to take more control of their energy use and bills
- Be able to produce content for Social Media, Campaigns, Community events, and training workshops
- To prepare and deliver literature and presentations at events, advice surgeries, workshops and talks for community groups and the wider public

Partnership working

- To look at the wider issues of Fuel poverty across North and South Lanarkshire and contribute to raising awareness of steps that can be taken to tackle Fuel Poverty
- To develop a network of partnership organisations and community groups to work with in engaging householders and interested groups
- Support functions of Wellbeing Hub through building relationships, creating trust and re-assurance for those who may be experiencing a number of challenges in their lives
- Build and develop partnerships with external stakeholders such as CAB, Home Energy Scotland, Changeworks, Fuel Bank and create a bank of referral routes and support options
- To liaise with utility suppliers to resolve utility debt issues

Performance reporting

- To develop and implement a robust monitoring and evaluation framework
- To produce accurate and timely monitoring progress reports in line with funders expectations
- To make appropriate referrals to internal services (e.g. Income Maximisation Officers) and external agencies for specialist support

General

- Reporting regularly on key performance indicators, contributing to Team and Department meetings
- Attending forums, networking and training opportunities
- Such other duties as may reasonably be requested by the Senior Community Development Officer.
- To engage with the public in a positive and constructive way and ensure Clyde Valleys values and Customer Promises are promoted at all times
- To provide excellent customer service
- To comply with Clyde Valley Groups policies and procedures

The roles and responsibilities may alter due to changes in service delivery requirements, legislative changes, new technology or other external factors and thus, you may be required to carry out additional duties as allocated by the Senior Community Development Officer

Person specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> City and Guilds Qualification in Energy Awareness 	<ul style="list-style-type: none"> Relevant Professional Qualification
Experience	<ul style="list-style-type: none"> Providing energy advice and advocacy which enables customers to understand their energy bills and take steps to reduce them Liaising with energy providers and external agencies to advocate on customers behalf to provide positive outcomes Organise and deliver events, advice surgeries, workshops and talks for community groups and wider public To provide concise reports and contribute to the evaluations set by funders To identify and target sources of local charitable and national funding 	
Knowledge/ Understanding	<ul style="list-style-type: none"> Significant knowledge of current Fuel poverty issues facing our customers and the wide Housing Sector Be able to promote and provide energy advice to encourage uptake 	<ul style="list-style-type: none"> Detailed knowledge of general housing issues and legislation. Working knowledge of Registered Social Landlord governance. Understanding of Clyde Valley Housing Association's operating environment and strategic priorities.
Skills	<ul style="list-style-type: none"> Excellent Communication skills both written and verbal Good organisation and ability to manage own workload Good time management. Ability to produce accurate and concise reports. Excellent working knowledge of Power Point, Microsoft Word, Outlook, Excel and bespoke housing packages. 	<ul style="list-style-type: none"> Experience of dealing with challenging and vulnerable groups. Experience of effective partnership working with colleagues and other agencies.

	Essential	Desirable
Personal Qualities	<ul style="list-style-type: none"> • Customer and outcome focussed • Drive, determination and personal resilience • A passion for excellence • Personal integrity and confidentiality • Commitment to service excellence and continuous improvement. • Strong commitment to the ethos and values of Clyde Valley Group and the social housing sector, including principles of involvement, equality and social justice • Strong interpersonal skills to build and maintain working relationships and work as part of a team • Ability to follow policies and procedures and adapt to changes in working practices 	
Other	<ul style="list-style-type: none"> • Work flexibly • Driving Licence • Commitment to promote equal opportunity and diversity 	

YOUR APPLICATION

In order to apply please send us:

- A comprehensive up-to-date CV which shows your full career history
- A supporting statement explaining why you are interested in this role and how you match the person specification placing focus upon the Essential and Desirable criteria and how your previous experience matches this
- Details of two referees (referees will only be contacted with your permission at offer stage) and current remuneration
- The declaration form, this can be downloaded from the jobs page of our website. Completion of the equalities section is not mandatory, this is requested for monitoring purposes in line with our commitment to equality and diversity; and

Please note that applications can only be considered if all the documentation is complete.

If you wish any more information regarding Clyde Valley Group, you can visit our website at www.cvha.co.uk

Closing date for Applications: 3rd December 2021

Please email completed applications to: recruitment@cvha.org.uk

APPLICATION GUIDANCE NOTES

These notes are intended to help you present your application so that we understand how closely you fit what we are looking for. Please read the guidance carefully and refer to it as you complete the application form.

CV's

CVs must be submitted alongside a supporting statement and declaration form. CV's should ideally be no longer than two A4 pages.

SUPPORTING STATEMENT

This is one of the most important sections of the application form, and it is crucial that you understand what we are looking for so that you can present your application in the best way.

Your supporting statement should be no longer than three A4 pages long and should be typed in Arial, font size 11 or similar.

We shortlist candidates for interview against the person specification. This sets out what we think are the essential and desirable knowledge and experience, qualifications, skills, qualities and abilities for the job role. When we shortlist, how you meet the requirements set out in these areas.

Please refer to the person specification of the vacancy you are applying for which can be found within this recruitment pack. This outlines the essential and desirable criteria for the post to which you are applying.

It is important that you demonstrate what the person specification sets out. For example, if we said that good customer service skills were essential, we would like you to explain in what ways you display these skills and how you would apply that to the job role. Think about how you would 'sell' those skills to us to meet the criteria?

REFERENCES

Please provide employment references, not character references. Your referees should be your two most recent employers, including your current employer if applicable. Make sure that you give the employment address of your referees, not their home address.

References from relatives, close friends and partners are not acceptable. If your current or previous employer happens to be a relative, close friend or partner, please let us know, so that we can discuss with you whether to approach someone else for a reference instead. We will only take up references when we have decided to make an offer of employment.

If you have not previously held two jobs, or if they were a long time ago, or if you have been in education or doing voluntary work rather than paid employment, we will be happy to take references from (for example) an educational establishment or a voluntary group instead.

GUARANTEED INTERVIEW

As a Disability Confident Employer, we shall interview all disabled candidates who meet the minimum essential requirements for the post. If you tell us that you are disabled, we will ensure that we make reasonable adjustments during each stage of the recruitment and selection process and if you join us, to where and how you work.

KEY TERMS AND CONDITIONS

REMUNERATION & BENEFITS

- EVH G8, £40,234 - £43,530
- Defined pension contribution scheme (employer contribution of 9.6%)
- Flexible working opportunities
- Excellent learning and development opportunities
- On-going personal development
- Clyde Value (employee discounts and benefits)
- Health and wellbeing initiatives

HOLIDAY ENTITLEMENT

40 days leave per year (inclusive of public holidays)

WORKING HOURS

Normal working hours are 35 hours per week, based around the usual business week; however, attendance at out of hours meetings may be required from time to time.

PROBATION AND NOTICE PERIOD

- The probationary period for all roles is 6 months.
- The notice period after the probationary period is 1 month.

LOCATION

Your normal place of work will be at our office at 50 Scott Street, Motherwell, ML1 1PN, but attendance at meetings and travel across our operating area is expected. Our team are currently mostly working from home due to Scottish Government restrictions in place for the Covid-19 pandemic.