

## Job Description

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| <b>Job Title:</b>    | Energy Efficiency Officer - Warm, Safe and Connected                                               |
| <b>Ref:</b>          | ACNPT/WSC/26                                                                                       |
| <b>Location:</b>     | Alfred Street, Neath, SA11 1EH (with regular travel across Neath Port Talbot and parts of Swansea) |
| <b>Hours:</b>        | 22.5 hours per week                                                                                |
| <b>Annual leave:</b> | 28 days plus statutory bank holidays                                                               |
| <b>Salary:</b>       | Circa £28,800 p.a.                                                                                 |
| <b>Term:</b>         | Initially funded until July 2028 (with opportunity for extension)                                  |

Age Connects Neath Port Talbot is a specialist organisation working with local people aged 50+ and vulnerable adults across the county borough. We are currently recruiting an Energy Advice Officer to support residents experiencing fuel poverty, rising energy costs and wider cost of living challenges.

This role provides an exciting and rewarding opportunity to help older and vulnerable people improve their financial wellbeing, maximise their income, reduce energy costs and access support to maintain a warm, safe and healthy home. The postholder will provide practical energy advice, energy efficiency guidance, household support and referrals to relevant services, whilst contributing to project targets and outcomes.

We are looking for a dynamic, compassionate and motivated individual who is capable of delivering both face-to-face and telephone-based advice, building relationships with partners and stakeholders, conducting community outreach activities and supporting residents to make informed decisions about their energy use and household finances.

### Job Purpose:

To deliver high-quality energy advice and support to older and vulnerable residents across Neath Port Talbot, helping them reduce fuel poverty, improve home energy efficiency and access available grants, schemes and support services. The postholder will work directly with individuals, community groups and partner organisations to improve wellbeing, increase financial resilience and meet project objectives and key performance indicators.

### Main Duties:

Consistent with the policy and direction of Age Connects Neath Port Talbot, as set out in the Staff Handbook and Personal Induction Pack.

### Advice and Casework

1. Provide one-to-one energy advice through home visits, telephone appointments and community outreach sessions.

2. Assist residents with understanding energy bills, tariffs, payment methods and supplier communications.
3. Support clients to identify opportunities to reduce household energy consumption and improve energy efficiency.
4. Provide practical advice on heating controls, energy usage and cost-saving measures.
5. Assist clients in accessing energy grants, rebates, trust funds and other available support schemes.
6. Provide information on priority services, smart meters and available supplier support programmes.
7. Offer guidance on carbon monoxide awareness, home safety and winter preparedness.
8. Identify wider issues affecting clients and make appropriate referrals to internal services and external agencies.
9. Support residents experiencing vulnerability, hardship, isolation or financial difficulty in a professional and empathetic manner.

### **Home Energy Support**

1. Carry out basic home energy assessments and identify opportunities to improve energy efficiency.
2. Install or distribute simple energy-saving measures where appropriate, including LED lightbulbs, draught-proofing products, radiator reflector panels and similar items.
3. Provide tailored recommendations to help residents maintain a warm and healthy home.
4. Record outcomes and agreed actions following each client contact or visit.

### **Community Engagement and Development**

1. Deliver presentations, workshops and awareness sessions to community groups and partner organisations.
2. Attend community events, networking meetings and stakeholder forums to promote the service.
3. Develop referral pathways and encourage referrals from health, social care and community partners.
4. Build positive relationships with local authorities, housing providers, health professionals and voluntary sector organisations.
5. Promote awareness of fuel poverty issues and available support services.
6. Assist with the development of new opportunities that increase community engagement and project impact.

## **Monitoring and Administration**

1. Maintain accurate and confidential records using appropriate client management systems.
2. Ensure all client interactions, referrals, outcomes and project activities are recorded in a timely manner.
3. Monitor progress against project outputs, outcomes and key performance indicators.
4. Prepare information for reports required by funders, management and stakeholders.
5. Manage appointments, schedules and correspondence effectively.
6. Ensure all project documentation is completed accurately and in accordance with organisational requirements.

## **Quality Assurance**

1. Ensure that services are delivered in accordance with Age Connects Neath Port Talbot policies and procedures.
2. Maintain high standards of professionalism, safeguarding and confidentiality.
3. Ensure compliance with relevant funding requirements and service standards.
4. Promote equality, diversity and inclusion in all aspects of service delivery.

## **Professional Development**

1. Attend regular supervision meetings with the Line Manager.
2. Participate in mandatory training and continuing professional development activities.
3. Maintain up-to-date knowledge of energy advice, fuel poverty initiatives, grants, legislation and best practice.
4. Undertake relevant qualifications and accreditation where required.

## **Any Other Duties**

1. To be flexible with the range of duties undertaken to ensure the operational needs of the organisation can be met and carry out any other duties as required by the Chief Executive Officer.
2. To comply with the Data Protection Act 2018 and General Data Protection Regulations (GDPR) 2018.
3. To comply with all Health and Safety requirements and safeguarding responsibilities.

## **General Requirements**

1. Demonstrate commitment to the aims, values and objectives of Age Connects Neath Port Talbot.
2. Maintain confidentiality and professional boundaries at all times.
3. Treat all service users, colleagues, volunteers and partners with dignity and respect.
4. Promote equality, diversity and inclusion throughout service delivery.
5. Act as a positive ambassador for Age Connects Neath Port Talbot.

**All employees are required to co-operate in order to achieve a pleasant, healthy and safe workplace. All employees have a responsibility to do everything they can to prevent injury to themselves, their fellow employees, and others likely to be affected by their actions or omissions at work.**

**This job description outlines the general ways in which it is expected you will meet the overall requirements of this post. The list of tasks is not exclusive and duties may vary from time to time. This job description is subject to review.**