

Person Specification: Energy Efficiency Officer, Warm, Safe and Connected

	ESSENTIAL	DESIRABLE
Education	• Educated to A Level standard or equivalent relevant work experience • Level 3 Energy Awareness Qualification or willingness to achieve within an agreed timeframe	• Level 3 Energy Awareness Qualification • Relevant qualification in energy advice, community development, advice work, customer service, housing or welfare benefits • NEA Energy Champion or equivalent qualification
Experience	• Providing advice, guidance or support to members of the public • Working with vulnerable individuals, older people or disadvantaged communities • Maintaining accurate records and completing administrative tasks • Working to targets, outcomes and/or KPI's • Managing a varied workload and competing priorities	• Energy advice or fuel poverty work • Carrying out home visits and assessments • Working within the voluntary, community or public sector • Delivering community outreach activities, workshops or presentations • Income maximisation, benefits advice, debt support or housing-related support • Partnership and stakeholder engagement
Skills and Attributes	• High level interpersonal skills • An effective communicator • Ability to engage and empathise with people facing financial hardship or vulnerability • Ability to listen, assess needs and identify appropriate solutions • Strong organiser and time management skills • Ability to work independently and in a team • Effective problem-solving skills • Good ICT skills, including Microsoft Office • Confidence delivering information to individuals and groups	• Experience of delivering presentations or training sessions • Knowledge of social media and digital engagement methods • Experience using customer relationship management or case management systems
Values and Attitudes	• Commitment to supporting older people to live independently and improve their wellbeing • Empathy and compassion towards people experiencing hardship or crisis • A non-judgemental and inclusive approach	• Understanding of the challenges associated with fuel poverty, financial exclusion and social isolation • Positive attitude towards community empowerment and social justice

	• Commitment to equality of opportunity • Respect for individual dignity and choice • Reliable, honest, professional and enthusiastic • Flexible and adaptable approach to work	
Knowledge	• Understanding of the issues affecting older people and vulnerable households • Awareness of fuel poverty and cost of living challenges facing local communities • Understanding of confidentiality, safeguarding and data protection requirements • Understanding of the role of the voluntary and community sector	• Knowledge of energy efficiency measures and affordable warmth initiatives • Knowledge of energy suppliers, tariffs and support schemes • Knowledge of welfare benefits and income maximisation opportunities • Knowledge of local support services and referral pathways • Understanding of carbon monoxide safety and home energy efficiency
Special Requirements	• Current driving licence and access to own transport during working hours • Willingness to travel throughout Neath Port Talbot and Swansea to undertake home visits, outreach activities and partnership meetings	• Ability to communicate through the Welsh Language

General Profile

The successful candidate will be a compassionate, motivated and organised individual with a passion for helping people improve their financial wellbeing and energy security. They will be able to build trust with vulnerable residents, deliver high-quality advice services and work proactively with community partners to maximise the impact of the project.

The postholder will demonstrate a commitment to the values and objectives of Age Connects Neath Port Talbot and contribute positively to the organisation's mission of improving the quality of life, independence and wellbeing of older and vulnerable people across the county borough.