

JOB DESCRIPTION



Job Title	Home Energy Advisor Coach and Mentor
Job Location	The role is home based, but regular travelling will be a key requirement predominantly covering the South/North of the UK, including overnight stays.
Remuneration	£27,500
Hours	37.5 hours per week - 23 days annual leave plus Bank Holidays
Purpose Statement	<p>AgilityEco is a fast-growing business that has established a leading position in the financing and delivery of energy efficiency programmes and energy sector consultancy services. Our clients include many of the major energy companies, network operators, local authorities, housing associations, and industry supply chain partners.</p> <p>Do you have current expertise in energy efficiency solutions? Are you passionate about helping people out of fuel poverty in the UK?</p> <p>If you're an experienced energy advisor, empathetic and a great listener, proven to be adept at providing solutions to vulnerable members of society, and keen to join a fast-growing business that has established a leading position in energy efficiency programmes and consultancy services, you are the person we are looking for.</p> <p>Our aim is to help people to keep warm in colder months and reduce their energy bills. The nature of our programmes means that we are regularly dealing with vulnerable members of society and our team needs to have the confidence, empathy, and understanding to talk effectively to these residents, and identify risks or home improvement needs. You will need to be passionate about helping people and suggesting solutions.</p> <p>You will be required to have experience or background in energy efficiency, with recognised qualifications such as DEA or other energy efficiency qualifications, and current expertise in traditional and renewable energy solutions. You will be able to demonstrate an ability to support and mentor our team of home energy advisors to improve the service.</p> <p>This role offers a great opportunity for an enthusiastic individual who wants to work in an exciting and dynamic environment in a growing, successful business.</p>

Accountabilities	<p>The successful applicant will work alongside the HEA Manager to fulfil the key responsibilities outlined below:</p> <ul style="list-style-type: none"> • Mentor new HEAs when they commence carrying out visits/calls. • Undertake shadowing visits for HEAs to monitor performance. • Provide HEAs with constructive feedback and support both orally and written. • Arrange unannounced spot-check stock audits when feasible. • Assist and deliver with training requirements in the office and in the field. • Desktop data analysis and quality assurance activities to monitor HEA performance supporting the HEA Manager. • Undertake home visits/telephone advice calls. • Work closely with the team in LEAP and HEA Management to identify any issues and trends that may impact the delivery of the scheme. • Support senior management to highlight operational risks and areas for improvement. • Recognise when to escalate queries to senior management. • Keep up to date with any business development and new product lines/schemes and any industry changes affecting the business and relaying this knowledge back to the team where required. • Seek to progress professional development both independently and through compulsory training.
Dimensions of Role	<p>The job holder will report directly to the Energy Advice Project Manager supporting the Community Projects and assisting the team to ensure the business fulfils its delivery obligation with its industry partners. The job holder will not have direct reports.</p>
Working Relationships	<p>The role will involve a close working relationship with external project partners.</p>

Skills, Knowledge and Expertise	
Essential Skills, Knowledge and Qualifications	<ul style="list-style-type: none"> • Customer and delivery focused • Excellent communication skills – oral and written • Accuracy and attention to detail • Experience in customer services and delivery to targets • Microsoft suite knowledge • Energetic and motivated • Creative thinking • Basic skills in data collection and analysis • Ability to work well within a team as well as independently • Experience in working to deadlines and meeting SLAs • Strong coaching and people development skills • Energetic and motivating individual • Creative thinking • ZOHO CRM knowledge • Government funding solutions • Sensitivity and understanding of vulnerable residents • Full access to own vehicle
Desirable Skills, Knowledge and Qualifications	<ul style="list-style-type: none"> • Strong interpersonal skills to liaise with and support all members across the Programmes Team • Strong organisational skills to manage multiple tasks and report to the Energy Advice Project Manager • Clear DBS Check less than 3 years old from the issue date
Person Specification	<ul style="list-style-type: none"> • Flexible, reliable, and hardworking, and not a clock-watcher • Team player, keen to support all elements of the process • Self-motivated, ability to work without direct supervision when required • Willingness to learn, through CPD and training • Interactive and approachable • Committed to equality and fairness when supporting others