

JOB DESCRIPTION: Energy advisor

Position:	Full-time; Permanent
Department:	Advice
Reports to:	Advice team manager
Responsible for:	Delivering relevant and tailored energy efficiency advice and broader support for energy consumers.
Location:	Office based (with potential for hybrid)
Salary scale:	G5, 5% pension, 23 days holiday pro rata, 37 hours per week.

ROLE:

Our Energy Advice Centre delivers a range of essential support to directly benefit customers in vulnerable circumstances, helping to lower their energy costs while delivering exceptional customer satisfaction and achieving significant social return on investment. The role of Energy Advisor will provide energy consumers with help and advice via the telephone to help them reduce their energy and other utility bills through the provision of relevant and bespoke information, answering questions on the benefit of different actions or installation of energy efficiency and/or low carbon technologies.

The role of Energy Advisor will provide effective and efficient administration and delivery of the customer journey to consistently achieve a high-quality output for customers and meet the objectives of a range of different schemes designed to support energy consumers to reduce their energy costs, in partnership with our clients' needs.

You will be comfortable talking to customers on the telephone, quickly building rapport and tailoring your advice and support to the specific needs of each individual. You will be passionate about making a difference and providing practical support for customers in vulnerable situations. As a motivated individual, you will be able to initiate and balance competing priorities through effective and efficient work practices. With a good attention to detail, you will be able to work independently with minimal day to day supervision but know when to ask for help.

The Energy Advisor is responsible for the smooth delivery and day to day tasks of delivering energy advice schemes which will be geographically diverse and cover a wide range of interventions including advice relating to energy efficiency measures, income maximisation and benefit entitlements checks and energy use behaviour change. This will include accurately updating customer records to provide clear and accurate reports to clients and internally to track progress against targets.

With well-developed interpersonal skills you will maintain and strengthen relationships with customers to ensure projects are delivered successfully, contributing to service quality and learning to support future delivery. As you will be discussing personal details with customers, you will require a good basic understanding of GDPR, but further specific training will be given.



YES Energy Solutions

Unit 8-9 Victoria Mills, Stainland
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A clear understanding of additional support services that can be provided to householders is desirable including, but not exclusive to; Priority Service Registers, utility company vulnerable customer support (services, tariffs, etc), Income Maximisation, benefits checking, soft measures (radiator panels, LED lighting, etc.). However, on-the-job training will be available for candidates with strong transferrable skills, including experience in customer-facing environments.

You will have experience in and be comfortable with working towards monthly Key Performance Indicators (KPI's), measured against productivity, call conversion rates and quality of customer calls. Alongside contributing to the achievement of departmental contractual outputs.

On occasion, you may be required to support in providing energy advice at YES attended events via use of personal vehicle or public transport.

PRINCIPAL RESPONSIBILITIES:

Customer Service, Project Delivery & Community Support

- Conduct inbound and outbound calls to householders.
- Act as a key point of contact for energy advice enquiries across all contact channels.
- Provide tailored energy efficiency advice and maintain positive customer relationships.
- Support at events by delivering practical advice and promoting additional services (e.g., Priority Service Registers, benefits checks).
- Manage day-to-day project administration, record key data, and ensure compliance with GDPR and data protection standards.
- Complete customer satisfaction and quality assurance follow up calls, gathering feedback to support service improvement and contractual requirements.

Performance, Reporting & Compliance

- Work towards monthly KPIs including productivity, call conversion, and quality.
- Maintain accurate customer records for monitoring and reporting.
- Produce clear, robust reports for internal and external stakeholders when required, contributing data and insight to support wider reporting and service improvement activities.

Administration & Team Support

- Ensure high attention to detail in administrative tasks and a right first-time attitude.
- Support colleagues and assist with onboarding and training of new starters.
- Escalate complex or specialist cases to Advice team Manager in line with agreed escalations processes.
- Identify and escalate quality issues, training needs, or process gaps to support continuous improvement.



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Training & Development

- Participate in a structured training plan to build advice capability.
- Engage in ongoing coaching, competence reviews, and knowledge-sharing sessions.
- Share learning and highlight knowledge gaps to support team development and service quality.

KEY SKILLS:

- **Minimum 2 years contact centre experience required.**
- **Excellent communication skills** – able to communicate clearly, effectively, and empathetically, using language that is easy for customers to understand.
- **Customer focus** – Able to put yourself in the shoes of the customer, be attentive to their needs and provide high quality, timely responses.
- **Problem solving** – able to apply guidance, tools, and procedures to customer circumstances, escalating complex cases where appropriate.
- **Telephone skills/call-handling experience**
- **Time management** – able to handle high volumes of calls, prioritise and multitask while maintaining high customer satisfaction standards.
- **Teamwork** – Able to work collaboratively with other team members, contributing to team goals and objectives.
- **Adaptability** – able to adapt to change and manage competing demands.
- **Empathy** – Able to interact with customers from a range of diverse backgrounds and circumstances, demonstrating genuine care and concern for their wellbeing.
- **Demonstrable IT skills** and able to quickly develop, with appropriate training support, a good understanding of energy efficiency and income maximisation services, to be able to provide accurate and reliable advice.
- **Business insurance** – you must have up to date business insurance on your personal vehicle (if you have one) for the purposes of occasional event attendance.



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