

**Recruitment Pack**

**Energy Adviser (Fixed Term)**

Closing Date:

Friday 4th July at 12 noon

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**Welcome from the CEO**

**Dear Applicant,**

Thank you for your interest in working with Southside Housing Association as our Energy Adviser on a fixed term basis. This pack will provide you with details of the role and information about the Association to assist you in the application process.

If you have any questions, or would like to discuss the role further, please contact Aileen Radford – [aradford@southside-ha.co.uk](mailto:aradford@southside-ha.co.uk). In addition, our Welfare Rights & Advice Team Manager, Suzanne Lavelle, is available for an informal confidential discussion. Please arrange this via Aileen Radford.

Should this opportunity be of interest to you, please complete the application form and return to [recruitment@southside-ha.co.uk](mailto:recruitment@southside-ha.co.uk).

Thanks again for your interest and I wish you good luck with your application.

Yours faithfully,

Paul McVey

**Chief Executive Officer**

**Our Vision & Values**

**VISION**

We have a vision to support thriving places and communities.

We want:

* All our homes to be popular, affordable, well-maintained & energy efficient;
  + Our customers to receive excellent services from approachable and knowledgeable staff;
  + To service the needs of all communities equally, and;
  + To work with partners to build popular and inclusive neighbourhoods.

**VALUES**

**Professional**: We will act with integrity, we will be impartial in the advice we give and the actions we take, and we will be reliable and competent in our work.

**Responsive**: We will be focused on both the needs of the individual customer and the community.

**Progressive**: We will seek to empower individuals and communities in our work. We will be proactive in addressing problems and we will tackle inequalities where we find them.



**About us**

At Southside Housing Association (SHA) we care about our community.

SHA is a registered social landlord providing housing and a range of other services across the south side of Glasgow.

We are community controlled which means our decisions are taken by a tenant controlled Management Committee. We are also a registered Scottish charity (Scottish Charity Number SC036009).

We have operated as a social landlord on the south side of Glasgow for over forty years and currently own and manage approximately 2,250 houses for social rent, provide a factoring service for a further 1,000 owners and through our subsidiary company, Southside Lettings, have a further 250 properties for Mid-Market Rent. We also have an extensive development programme to build new homes.

Over the years we have expanded the range of services we provide to include:

* A variety of housing options & support
* Money advice & support
* Community events & activities
* Repairs & maintenance
* Concierge & common area maintenance
* Handyperson, Home & Hospital and Advice & Information (for older and disabled people living in Glasgow)
* Advice & information on repairs and home improvements (for people who live in Glasgow who are aged 65 and over, or have a disability, irrespective of age).

**Summary of Terms**

**Southside Housing Association is a full member of Employers in Voluntary Housing (EVH) and the terms and conditions for this post follow the EVH Terms.**

**A summary of the principal areas are as follows:**

|  |  |
| --- | --- |
| **Salary** | EVH Grade 7 £39,072 to £42,903 |
| **Salary Payment** | Salary will be paid on 23rd of each month |
| **Contract Status** | Permanent |
| **Hours** | 35 hours per week, Monday to Friday. The office is open to the public Monday to Friday, 9am to 5pm. |
| **Place of work** | Southside Housing Association, Southside House, 135 Fifty Pitches Road, Glasgow, G51 4EB. The Association has onsite parking. |
| **Holiday Entitlement** | 25 days per annum and 15 public holidays per annum |
| **Pension** | The Association offers SHAPS Defined Contribution Pension Scheme (Employee contributions 5% and Employer contributions 10%). New staff are auto-enrolled immediately at the above contribution rate |
| **Notice Period** | 4 weeks |
| **Professional Fees** | One set of professional fees pad per annum |
| **Learning & Development** | We are Investors in Young People accredited and we are committed to investing in our people to ensure that staff members within each department are able to contribute fully to the Associations’ objectives. |
| **Additional Benefits** | The Association has a culture that promotes work/life balance and is supportive of flexible working requests.  Commitment to continued learning and development.  Staff can access Hospital Saturday Fund (at their own cost).  Access to Cycle to Work Scheme. |



**Our Vision**

Impacting and improving people’s lives in a positive way.

* Developing, improving, and maintaining new and existing homes
* Supporting and engaging with our communities
* Raising standards and exceeding customer expectations
* Demonstrating effective governance, financial resilience and viability
* Putting people first
* Collaborate using innovative solutions to improve efficiency and outcomes

[To support our vision we are active members of the Scottish Federation of Housing Associations (SFHA),](https://www.sfha.co.uk/) [Glasgow and West of Scotland forum of Housing Association (GWSF)](http://gwsf.org.uk/) and [Employers in Voluntary Housing (EVH).](https://www.evh.org.uk/)

**Our Values**

1. **Respect**

We will put people first, prioritise relationships, be kind and helpful and treat others as we would want to be treated.

1. **Integrity**

We will conduct ourselves with honesty and transparency.

1. **Positivity**

We strive for positive outcomes and focus on the solutions that will deliver them

1. **Responsibility**

We will be dependable, professional, reliable and consistent

**Job Role/ Description**

|  |  |  |  |
| --- | --- | --- | --- |
| Job Details | | | |
| **Job Title** | Energy Adviser | **Report to:** | Welfare Rights & Money Advice Team Manager |
| **Department** | Housing & Communities | **Date Created** | May 2024 |
| **Grade** | 5 | **Last Review Date** | June 2025 |
| **Points** | PA15 | **Salary** £32,490 | EVH Grade 5 |
| Job Summary | | | |
| The Welfare Rights & Money Advice Team provides an accessible high quality benefit advice and debt management service to Southside Housing Association, Cathcart and District Housing Association, and Craigdale Housing Association, in addition we provide a Money Advice service to New Gorbals Housing Association  **Advice Team Objectives are:**   * *All tenant’s benefit income is maximised, and debt is minimised.* * *Promote personal financial capability and tenancy sustainment.* * *Sustain local communities.* * *Assist with the alleviation of poverty and other elements of exclusion.*   Funded through the Energy Industry Voluntary Redress Scheme, the post of Energy Adviser will work collaboratively within Southside, New Gorbals, Cathcart & District and Craigdale Housing Associations and community partners to deliver an energy advice service to their clients. The aim of post will be to support residents to live in a warm and comfortable home at the lowest possible cost by maximising opportunities to reduce energy consumption and minimise heat loss. The post holder will work closely with the existing Welfare Rights & Money Advice Staff to ensure client’s income is maxmised and expenditure is minimised, and clients access all available support with fuel debt. The post is funded until 31st May 2026, and the project will run from 1st June 2024 to 31st May 2026.  The role will sit within the Welfare Rights & Money Advice Team within the Housing and Communities Department. Overall responsibility of the functions and output of the Team is provided by the Director of Housing and Communities who reports to the Chief Executive.  All staff of the Association must understand and implement the values of Southside Housing Association and understand and adhere to the Terms and Conditions of employment and the Association’s Code of Conduct. Adherence to Equality practices and relevant GDPR and FOI legislation will be expected. | | | |
| Values and Competencies | | | |
| **Southside’s Core Values:**   * **Respect** – We will put people first, prioritise relationships, be kind and helpful and treat others as we would want to be treated. * **Integrity** – We will conduct ourselves with honesty and transparency. * **Positivity** – We strive for positive outcomes and focus on the solutions that will deliver them. * **Responsibility** – We will be dependable, professional, reliable and consistent.   **Core Competency Areas:**   * Communication with the public, SHA staff and external agencies * Making things happen within your department. * Show leadership and inspiration at your level in the organisation.   What does this mean for the post holder:   1. You will demonstrate an awareness and understanding of your role and your place in the team and take responsibility for your actions. 2. You will seek advice and support appropriately from colleagues and line manager. 3. You will be self-motivated, positive and supportive of your colleagues and the Management Committee. 4. You will demonstrate respect, honesty, and professionalism across all areas of your job. 5. You will take responsibility for your development and performance, keeping up to date with new policy and information. 6. You will be able to identify training and learning opportunities. | | | |
| **Job Outputs** | | | |
| **Role Output** | | **Includes the requirement to** | |
| Key Aims of Post | | * Educate people about their household energy consumption, heating controls and their energy bills. * Advice on fuel debt, fuel tariffs, payment options and energy efficiency measures and facilitate access to help with benefit claims and debt * Carry out home visits to gather information on energy use and provide advice on reducing energy consumption. * Collect data on changes in energy consumption from home visits. * Deliver community workshops on reducing energy consumption. * Achieve the outcomes as detailed in the award from the Energy Redress Fund * Maintain up to date knowledge of all areas of advice on energy consumption ensuring customers are always given accurate, relevant advice and information. * Work closely with colleagues and any referral agency to ensure a holistic and sustainable approach to residents negatively affected by fuel poverty. | |
| Principal Responsibilities and Duties: Fuel Poverty Support, Avoidance and Advice | | * To carry out home visits helping to record the following: standard information in relation to energy use; evident changes in energy consumption; recommendations made; implementation of recommendations; financial impact to households. * To assist residents to better understand and plan their household budgets including their energy bills and identify opportunities for residents to maximise their incomes through advice on fuel debt, fuel tariffs and payment options. * To promote and deliver local workshops and campaigns in our areas of operation, which aims to give residents the opportunity to seek energy and debt advice, to reduce their energy consumption and change attitudes and behaviours. * To improve access to information and prepare and promote literature on the Energy Advice Service * Manage the introduction of small-scale energy efficiency measures and give residents advice on heating controls, thermostats, and advice on managing condensation. * To work with the Maintenance Department to identify residents with capped supplies, with the aim for residents to get back on gas supply use and to report any property maintenance issue which negatively impact on the energy efficiency of the home. * To identify residents facing or at risk of fuel poverty and make appropriate referrals which enhance a customer focused service and has regard to data protection, client confidentially and organisational policies and procedures. * To adhere to Southside Housing Association’s Health & Safety policy and procedures and Code of Conduct | |
| Monitoring and Evaluation | | * To be responsible for case management and maintaining suitable monitoring frameworks to ensure the necessary performance reports required for the Southside Energy Advice Project. Produce publications for the Association including newsletters, website, and social media. * To benchmark and monitor energy consumption and changes in consumption after advice and intervention methods have been introduced. * To use tenant profiling to understand the nature of resident needs, identify trends and suggest areas for service improvement or development. * To complete any relevant surveys to ensure business improvement | |
| Policy Development & Quality Assurance | | * Maintain compliance with Government guidance and SHA policies and procedures. * Monitor and evaluate activities and provide written reports for SHA and the Energy Redress Scheme * Participate in 1-1 supervision sessions. | |
| Personal Development | | * Attend training as required to ensure that skills and knowledge are up to date. * Initiate personal and organisational effectiveness and improvements by keeping up to date on matters related to the work of the organisation. | |
| General Duties | | * Attend training seminars, organisational conferences, or events. * Liaise with colleagues in the Housing and Communities Department and other relevant SHA & Partner HA staff. * Attend and participate in monthly Advice Team meetings. * Any other duties, consistent with the post, as required. | |

**Person Specification**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Requirements** | **Essential** | **Desirable** | **Method of Assessment** | |
| **Experience, Knowledge and Understanding** | | | **Form** | **Interview** |
| Experience of working in an advice and information organisation within the third/charity sector | √ |  | √ |  |
| Experience in delivering welfare benefits and/or energy advice within a social welfare context |  | √ |  | √ |
| Experience of working with a wide range of external partners to provide wider support to customers | √ |  | √ |  |
| Experience in planning and delivering information workshops and surgeries to diverse client groups |  | √ |  | √ |
| Track record of providing excellent front-line customer service including dealing with the public face to face and on  the telephone in a sensitive manner | √ |  |  | √ |
| Experience of working with excluded and vulnerable client groups in a way which promotes their dignity, respect and  Independence | √ |  |  | √ |
| Experience in producing good quality letters, reports and complex applications and presenting work in a clear layout. |  | √ | √ |  |
| Experience of communicating effectively, both orally and in writing with a wide range of people | √ |  |  | √ |
| Working knowledge of IT including all Microsoft Office products and confidence in using digital technology. | √ |  | √ |  |
| Demonstrable understanding and awareness of the relationship between energy advice and other areas of social  welfare law |  | √ |  | √ |
| Ability to calculate benefit entitlements and changes in energy consumption |  | √ | √ |  |
| Knowledge of introducing of small-scale energy efficiency measures and setting heating controls, thermostats and advice on managing condensation. |  | √ |  | √ |
| **Qualifications and Training** |  |  |  |  |
| Hold the level 3 Award in Energy Awareness or demonstrate a willingness to achieve this on appointment. | √ |  | √ |  |
| A valid driver’s licence and should have access to a vehicle for work use. | √ |  | √ |  |
| A commitment to continuous professional development (CPD), including a willingness to develop knowledge and skills in required areas | √ |  | √ |  |
| **Skills and Abilities** |  |  |  |  |
| Ability to liaise with and interpret energy company regulations and communicate them to customers and colleagues in an easy-to-understand manner |  | √ | √ |  |
| Excellent verbal, written and numerical skills. | √ |  |  | √ |
| Proactively manage a varied workload, ensuring deadlines are met. | √ |  | √ |  |
| Ability to contribute as a member of the team but also work on own initiative and without close supervision | √ |  |  | √ |
| Ability to create and shape strong and effective relationships with local and regional partners | √ |  |  | √ |
| A clear commitment to ensuring appropriate professional boundaries and the issues surrounding confidentiality and  data protection | √ |  | √ |  |
| **Personal Features/ Qualities Essential Desirable** | | |  |  |
| Understanding of, and commitment to, the aims, values and principles of Southside Housing Association in which equality and diversity is embedded throughout. | √ |  | √ |  |

**Key Relationships**

|  |  |
| --- | --- |
| **Who?** | **Why?** |
| Director of Housing and Communities | Head of Department |
| Welfare Rights & Money Advice Team Manager | Line Manager |
| Housing and Communities Department | Designated department |
| External Agencies | Partnership working |

**The Selection Process**

Visit our website for more information and to download an application pack via: [**southside-ha.org/vacancies/**](https://southside-ha.org/vacancies/)

If you need assistance downloading the pack please send an email to [**recruitment@southside-ha.co.uk**](mailto:recruitment@southside-ha.co.uk) and a member of staff will get back to at the earliest opportunity.

|  |  |
| --- | --- |
| **Application** | Please complete the application form.  When completed please return to [recruitment@southside-ha.co.uk](mailto:recruitment@southside-ha.co.uk) |
| **Closing Date** | Friday 4th July 2025 at 12 noon |
| **Interview** | Interview invites will be sent by email. |
| **Place of Interview** | 135 Fifty Pitches Road, Cardonald, G51 4EB. |

**Summary of Terms**

Southside Housing Association is a full member of Employers in Voluntary Housing (EVH) and the terms and conditions for this post follow the EVH terms. A summary of the principal areas are as follows:

|  |  |
| --- | --- |
| **Salary** | Employers in Voluntary Housing  Grade 5 - £32,490 |
|  | |
| **Salary Payment** | Salary is paid on the 23rd of each month |
|  | |
| **Contract Status** | Funded post to 31.05.2026 (with the intention to apply for continued funding) |
|  | |
| **Hours** | 35 hours per week, Monday to Friday. The office is open to the public: 9am-5pm Monday to Friday |
|  | |
| **Place of Work** | Southside Housing Association, Southside House, 135 Fifty Pitches Road, Glasgow, G51 4EB.  Cathcart & District Housing Association, 3-5 Rhannan Road G44 3AZ  Craigdale Housing Association, 83-85 Dougrie Road, G45 9NS  New Gorbals Housing Association, 200 Crown Street, G5 9AY |
|  | |
| **Holiday Entitlement** | 25 days annual leave and 15 public holidays per annum |
|  | |
| **Pension** | The Association offers SHAPS Defined Contribution pension scheme (Employee contributions 5% and Employer contributions 10%). New staff are auto-enrolled immediately at the above contributions. |
|  | |
| **GDPR** | You can view the Association’s Fair Processing Notice on our website –  [www.southside-ha.org/data//SHA\_Fair\_Processing\_Notice\_](https://www.southside-ha.org/data/SHA_Fair_Processing_Notice___Revised_October_2023_2023_11_02_13_21_47_000.pdf) |

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**Contact Us**

recruitment@southside-ha.co.uk

[www.southside-ha.org/working-with-us/](https://www.southside-ha.org/working-with-us/)

0141 422 1112

135 Fifty Pitches Road, Glasgow G51 4EB

