



Energy Advisers – R109

London/Hybrid | Scale 3–6, Points 12–22 £29,064-£34,267 | London weighting (if applicable) £3,300 | Permanent | 37 hrs (or part-time/job-share)

Benefits that support you:

- ✓ 11.5% employer pension
- ✓ 25 days annual leave + 3 Christmas closure days
- ✓ Flexible working
- ✓ Enhanced family-friendly policies
- ✓ Employee Assistance Programme

About National Energy Action (NEA)

National Energy Action (NEA) is the national fuel poverty charity. For over 40 years, we've worked across England, Wales and Northern Ireland **to ensure that everyone can afford to live in a warm, safe and healthy home.**

Millions of households still face high energy bills, low incomes and poor energy efficiency. We work with frontline practitioners, companies, regulators and governments to support vulnerable clients, raise awareness and drive lasting change. Our work tackles these challenges head on — delivering practical support, influencing policy and improving lives.

Our values guide how we work every day: **we make things happen, we put people first and we lead the way.** These values come to life through our behaviours — **pulling** together, owning the outcome and supporting one another.

Our teams are friendly, knowledgeable and passionate about what we do. We offer a supportive, rewarding workplace where you can build a meaningful career while making a real difference to people's lives.

You can find out more about our work at www.nea.org.uk.

About the team

This role sits within NEA's **Communities Directorate**, which delivers practical projects and direct support to householders experiencing fuel poverty. The team provides trusted energy advice, community engagement, presentations, casework support and outreach activities across England and Wales.

The Communities Directorate works closely with colleagues across NEA to share insights, strengthen partnerships and support vulnerable and low-income households to achieve warmer, safer and more affordable homes.

About the post

We are looking for a motivated and committed **Energy Adviser** to join our London team.

You will play a key role in delivering NEA's work programme, providing one-to-one energy advice, supporting vulnerable clients and helping households navigate complex energy-related issues. You will also deliver group presentations, develop referral pathways and contribute to wider project delivery.

This is a varied and rewarding role where you will:

- Provide in-depth, one-to-one energy casework support to low-income and vulnerable households
- Deliver group energy advice presentations and community awareness sessions
- Support clients referred through NEA's Energy Advice and Support services
- Resolve or escalate client queries in line with internal processes
- Maintain accurate client records and data within client management systems
- Build relationships with partner organisations and referral agencies
- Contribute to project delivery, reporting and monitoring requirements
- Support wider NEA programmes and organisational priorities

Your work will directly improve the health, wellbeing and financial resilience of households facing fuel poverty.

Driving licence requirement

This post requires a **full current driving licence** to support the operation of NEA's **Mobile Advice Centre** across London.

Terms and conditions of employment

Salary: The salary range is **£29,064-£34,267** (Levels 3-6, Points 12-22). New appointments usually begin at the starting point of the scale; **(plus £3,300 London weighting if applicable)**.

Hours of work: 37 hours per week, Monday to Friday, with flexi-time. Part-time and job-share applications welcome.

Travel: Some travel and occasional overnight stays may be required (TOIL payment provided).

Contract: This post is a permanent position.

Holidays: 25 days, plus 3 additional days over Christmas/New Year period, plus all public holidays per annum

Pension:	11.5% employer contribution (non-contributory).
Other benefits:	Flexible working, enhanced family friendly policies, eye test payments, bicycle loans, Employee Assistance Programme, employee benefits platform.
Office:	Hybrid or office-based as agreed. Homeworking subject to health & safety and GDPR checks.
Right to work:	Applicants must be resident in the UK and able to prove their right to work.
DBS:	Enhanced DBS check required.

How to apply

Applications must be submitted using the NEA application form. Please quote **reference R109**. Use this form to detail why you are interested in the post, your qualifications, experience and any other relevant information. You might find this [guidance](#) useful.

- **Apply online by clicking** [here](#)
- **Alternative formats:** Email jobs@nea.org.uk
- **Closing date:** 12 noon, Monday 27 July 2026
- **Interviews:** Week commencing 03 August 2026 (via Teams)

NEA is an equal opportunities employer. We welcome applications from all individuals with the required skills and experience. Please note CVs will not be accepted as part of the application process. No agency or advertising enquiries please.

We regret that only short-listed candidates will be contacted. If you have not heard from us within four weeks of the below closing date, please assume that your application has been unsuccessful.

Please be aware that National Energy Action is not a sponsoring organisation. Therefore, the successful applicant must already possess the right to work in the UK or be able to secure the right to work in the UK independently.

JOB DESCRIPTION

Post: **Energy Adviser (Levels 3-6, Points 12-22)**

Responsible to: **Project Development Manager**

Project responsibilities will be allocated commensurate with the grade of the post holder.

Responsibilities:

1. To deliver the NEA work programmes for which the post holder has responsibility, commensurate with grade, to achieve outputs and outcomes as agreed with project funders.
2. Provision of in-depth, one-to-one energy casework support for clients referred through the charity's advice line or via self-developed referral pathways.
3. To treat all client data confidentially and to ensure that all data protection and security protocols are followed.
4. To identify opportunities to deliver energy presentations to community groups and the subsequent delivery of the presentations.
5. Adherence to all call quality standards and all compliance requirements.
6. Resolve or escalate client queries in line with internal processes.
7. To update and maintain appropriate client records and necessary data using client management systems to ensure the progress of work towards project targets is monitored and that project outcomes are fully recorded.
8. Undertake and record all follow up work to ensure all necessary actions are completed for recorded queries.
9. Work with Project Development Managers as required to understand real time demand and establishment of priorities to ensure client needs are met.
10. Maintain knowledge and understanding through a commitment to ongoing development and learning.
11. To contribute to the delivery of other NEA work programmes and projects as may be required.
12. Any other duties that may be agreed from time to time.

Grade: **Levels 3-6**

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PERSON SPECIFICATION

Energy Adviser (Levels 3-6)

Candidates should meet the following requirements:

Essential requirements

- 1 Demonstrable experience of delivering energy advice to clients via telephone, webchat and/or in face-to-face settings.
- 2 Knowledge of energy efficiency, particularly within the domestic sector. Knowledge of energy efficiency within community buildings would also be relevant.
- 3 Knowledge and understanding of the environmental, social and economic problems of deprived areas and the roles of the public, private and voluntary sectors in tackling them.
- 4 Knowledge of assistance available for energy efficiency improvements to low-income households.
- 5 Demonstrable experience of the provision of advice to low-income households in energy efficiency or related fields.
- 6 The ability to multi-task efficiently and effectively to ensure NEA's work programme activities, client and customer demands are met.
- 7 Self-motivation and the ability to work with limited supervision.
- 8 Excellent written and oral communication skills, a good level of numeracy and the ability to take good, accurate notes.
- 9 The ability to work with a wide range of people and proven experience of working with vulnerable householders, low income and/or other disadvantaged groups.
- 10 Tact and diplomacy when liaising with a wide range of organisations.
- 11 A confidential approach to dealing with clients and their data, including an understanding of data protection and data security.
- 12 Basic computing skills which include accurate data entry.

Desirable requirements

1. Experience of project-based work in the fields of energy efficiency, community development and regeneration, housing, health, social policy or consumer issues.
2. Education to a degree level, equivalent qualifications, or relevant experience.
3. Experience of the preparation and delivery of presentations.