



Applicant Pack
Energy Advisor
(Benefits & Income Maximisation)

July 2026



Applicant Pack – Energy Advisor (Benefits & Income Maximisation)

Job Title:	Energy Advisor (Benefits & Income Maximisation) Full training in energy provided
Location:	Time spent between our Hub in Union St, Plymouth and home working under our Hybrid Working Policy
Contract Type:	12 months with possibility of converting to permanent
Hours:	Full-Time, 37 hours per week (Monday to Friday, with occasional weekends) part time considered
Salary:	Salary £29,438 - £31,666 per annum full time
Start Date:	As soon as possible

About Plymouth Energy Community

Plymouth Energy Community (PEC) is a pioneering, award-winning charity and social enterprise committed to creating a fair, affordable, and clean energy system. We support residents to make their homes warmer, healthier, more comfortable and affordable to run. Our mission also focuses on tackling fuel poverty and boosting clean local energy. For more about us, visit www.plymouthenergycommunity.com and read about our impact [here](#).

About the role:

As we expand our impact and our organisation, we are seeking a compassionate, values-driven, and self-motivated individual to join our team. As an Energy Advisor (Benefits & Income Maximisation) you'll work in our frontline, award-winning Energy Team to deliver seamless, high-quality support services. This is a specialist role, helping households maximise their income through welfare benefits and other financial support, alongside reducing energy costs and improving the warmth and efficiency of their homes.

Full training in energy is provided to help you transfer your existing benefits and income maximisation skills.



Using your expertise, you'll be doing things like:

- Providing one-to-one income maximisation and energy advice
- Helping residents understand and access the financial support they are entitled to, including energy-related schemes and wider benefits.
- Welcoming people at our Energy Advice Hub.
- Delivering support by phone, email and in person in the community.
- Visiting homes of residents to make sure services are accessible.
- Helping to create and deliver workshops for residents.

Helping to develop PECs services and resources

- Inputting into developing our services and supporting creation of resources.
- Supporting our communications team with advice expertise and content, including written information and featuring on videos.

Working with partners

- Working with Wellbeing and Family Hubs to offer support around Plymouth.
- Representing PEC and advocating for residents' needs in meetings, networks and joint projects.

Keeping our work organised and effective

- Recording accurate records in our CRM system (Microsoft Dynamics).
- Maintaining accurate data and timely administration to aid service monitoring.

About you:

We are looking for someone who brings existing relevant experience and knowledge around income maximisation and welfare benefits. This may be from working in the charity sector, or from other roles that require knowledge of income and benefits.

In previous roles you will have been comfortable in providing advice in a friendly, supportive manner. This would include being able to communicate complex information clearly and being clear and responsible in the support that you provide.

A good candidate will be:

- *Inclusive and compassionate* - passionate about supporting people and improving their circumstances, with excellent interpersonal skills.
- *A proactive team player*: open to giving and receiving feedback, and able to thrive in a collaborative environment.



- *Organised and independent* - capable of managing multiple priorities and deadlines independently within established guidelines.
- *Flexible in where and how you work* – happy working in the Hub, remotely, in the community, and around Plymouth.

Application Process:

To apply, please submit the following:

- CV: Include your past and current salary level.
- Covering Letter: Explain your reasons for applying, the skills you bring, and why you believe you would succeed in this role.

Apply via the link: <https://system.citrushr.com/Job?uid=lbvhlcdvcjublolunlvi>

Application Deadline: **Midnight, Monday 27th July 2026**

Interviews: **12th and 13th August 2026**

What we offer:

Our benefits package reflects our commitment to supporting our staff to live healthy, balanced lives.

Our hub: our light and roomy office on Union Street is accessible, friendly and has free tea, coffee and biscuits provided.

Leave: 26 days per annum plus bank holidays, with an additional day per year up to 5 years.

Flexible working: full-time hours (37 per week) with flexibility including, where appropriate, home working.

Health and Wellbeing: health and wellbeing cash plan, a 24/7 confidential employee support service and more.

Pension: ethical pension scheme with a 5% salary contribution matched by a 6% PEC contribution – with an option for PEC to match an additional 1% contribution.

Family support: enhanced paid family leave and maternity/paternity pay.

Life Assurance: Death in Service benefit – 4x annual salary.

Enhanced sick pay: 1-month full pay after probation, increasing by 1 month per year of service up to 6 months (plus an equivalent period at half pay).

Cycle to Work: Salary sacrifice scheme supported.

Training and development: comprehensive training and development opportunities.

Our commitments to staff:



Living Wage Employer – We are a Real Living Wage Employer. We are committed to ensuring our wages meet the cost of living.

Living Hours Employer – We are committed to providing our staff with the security and stability of hours they need to meet their everyday needs.

Living Pensions Employer - Through our Living Pension commitment, we are raising the standard for pension savings so employees can afford to live with dignity in retirement.

Equality, diversity and inclusion:

We take equality, diversity and inclusion seriously. Shortlisted candidates are asked if they have specific requirements to make interviewing more accessible. Our interviews are usually held in person, but alternative arrangements can be made if you prefer this, or if it would be difficult to attend. Interview questions will be provided in advance.

If you need this information in a larger font or alternative format or wish to discuss the role informally, please contact us on 01752 477117 or email

PECrecruitment@plymouthenergycommunity.com



Full role profile (Energy Adviser)

Purpose of Role

To provide holistic energy advice and casework that helps residents reduce energy costs, improve the comfort and efficiency of their homes, and build confidence in managing their energy use. This role supports PEC's one stop shop approach, to provide a range of advice across advice, prevention and retrofit. An Energy Adviser is a key frontline role to tackle fuel poverty, cut carbon, and improve financial, physical, and mental wellbeing.

Responsibilities/accountabilities:

1. Resident facing advice

- Providing advice and support to residents, to improve their home and increase confidence in managing risk of fuel poverty and its impacts on wellbeing, including supporting residents in vulnerable circumstances.

2. Retrofit support

- Working alongside Retrofit Assessors, Retrofit Coordinators and PEC's supply chain partners to support the delivery of improvements to the energy performance of residents' homes.
- Installation of small measures into properties in line with guidance, health and safety standards and customer guidance.

3. Financial and grant processing

- Processing grant awards for physical measures as well as residents' financial information in a secure and confidential manner.

4. Data systems and records

- Maintaining PEC's client database, through keeping accurate data records for each case, and following agreed data protection and confidentiality procedures.
- Using PEC's organisational systems effectively and providing feedback to support their improvement.

5. Integration, triage & escalation

- Following PEC's triage and case allocation processes and escalating complex or safeguarding concerns to a Coordinator or Lead as appropriate.

6. Representation & organisational contribution

- Acting as an advocate for Plymouth Energy Community and contributing to its overall aims.

All Plymouth Energy Community staff are expected to work in support of our Mission and Purpose and to do this in a manner consistent with our Values and Principles; and organisational policies. All team members are expected to ensure they contribute positively to equality, diversity and inclusion in all aspects of working life at PEC and show a personal commitment to personal and professional development.

Person specification

Attributes and qualities - essential criteria:

- Methodical and organised, with good attention to detail.
- Ability to work collaboratively and effectively with minimal supervision.
- Friendly, with excellent interpersonal skills and a sympathetic manner.
- Well-developed interpersonal skills to ensure effective face to face engagement.
- Good negotiation skills.
- A flexible and collaborative approach to teamwork.
- Able to remain calm and solution focused when supporting residents in vulnerable circumstances, or who may be distressed.
- Able to balance workload and deliver high-quality activities that meet funder and people's requirements.
- Empathetic with a strong interest in helping people to improve their circumstances and build resilience to manage needs.

Attributes and qualities - desirable criteria:

- Able to work well, and provide leadership, in a team.
- An ability and willingness to develop and implement procedures.
- A strong administrator; with good attention to detail.
- Proactively identifies potential issues and offers solutions.

Skills and experience - essential criteria:



- Three A Levels at grade A–C or NVQ in relevant subject or relevant work experience.
- Effective writing skills with an emphasis on communicating to a non-technical audience / public.
- A competent user of Microsoft Office, (Word, Excel and Outlook).
- Experience of working with people from a wide range of backgrounds.
- Experience in presenting complex information in an accessible form for a variety of audiences.
- Demonstrable experience of providing end to end solutions for residents / clients.
- Experience in handling data and information in a secure and sensitive manner - on the telephone, in writing and in person.
- Experience of project working to reach targets.

Skills and experience - desirable criteria:

- Using a Customer Relationship Management software such as Microsoft Dynamics.
- Knowledge of income maximisation and or welfare benefits.
- Experience of working in community settings in partnership.
- Working on energy / fuel poverty related projects and/or energy sector.
- Writing schedules of work for contractors.
- Project management.

Location:

The role is based in Plymouth, but with significant elements of flexible/home working. There will be a need for occasional weekend working.