



The role

Consumer Energy Champion (CEC)

Candidates will need to have excellent interpersonal and communication skills, knowledge of – or appetite to gain an in-depth knowledge of – the energy awareness and energy effectiveness advice.

You will be working as part of a network of **Regional Energy Leads** and **Consumer Energy Champions** and will gather and share learning about how local energy-related issues and relationships with relevant local stakeholders and share best practices.

Consumer Energy Champions will work with community organizations and vulnerable and harder to reach groups to help make energy savings and increase energy awareness.



Role profile

Role title	Consumer Energy Champion (CEC)
Funding	£3,500 per Champion
Role purpose	Provide energy awareness advice to consumers about saving money on their energy costs where needed.

Main responsibilities	Key elements/Tasks	% of Time
Plan and delivery BESN	<ul style="list-style-type: none"> ● Organise and facilitate community group sessions and appointments (inc. design presentations & activities etc) ● Help consumers take assisted action to reduce their energy bills or make energy savings ● Work closely with Regional Energy Lead (REL). in delivering BESN program 	
Meet numbers and target group	<ul style="list-style-type: none"> ● Engage with vulnerable consumers by offering them face to face/telephone or online energy advice ● Develop a work plan on how to meet the targeted groups ● Deliver advice to a minimum of 100 consumers 	
Implement best practice systems and process, including communication strategy	<ul style="list-style-type: none"> ● Work with external and internal stakeholders to share energy knowledge and insights. ● CEC will be expected to participate in the regional and national networking events to share best practices for delivering energy advice ● Keep up to date on best practice for communications systems and processes when liaising with other Regional Leads and Champions 	
Develop relationships with stakeholder partners	<ul style="list-style-type: none"> ● Be an advocate and support local energy advice at a regional level by working with local Citizens Advice offices and external organisations ● Make referrals and signpost eligible consumers to Citizens Advice other energy advice projects (Consumer services & EAP) and other agencies ● Join and attend NEA forum and other local energy innovative network groups to generate referral routes. 	

<p>Performing quality checks and compliance</p>	<ul style="list-style-type: none"> • Provide regular reports of targets and outcomes • Ensure all BESN report requirements and BESN guidelines are met • CEC must make sure that they are available for observational visits to ensure that they are meeting outcomes and targets 	
<p>Other</p>		



Person specification

ESSENTIAL

- Experience in engaging with vulnerable consumers
 - E.g. Over 65s, health-related, low income, families etc.
- Experience delivering group sessions and one to one advice
- Experience in organizing community events or activities
- Relevant experience or qualifications in giving advice on energy issues