



The role

Regional Energy Champion (REC)

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 Champions** 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.

The candidate will be expected to work regionally in allocated district area to deliver training to **frontline workers and Advisors** who come into regular contact with vulnerable consumers.



Role profile

Role title	Regional Energy Champion (REC)
Reporting to	BESN project lead
Role time	0.6 FTE (2 per region) (£12,975 per Champion)

Location	England and Wales	30% overhead (approx)
Team overview	BESN program team - National Citizens Advice	
Role purpose	Train frontline workers, Volunteers, and Advisors to deliver energy awareness advice to help consumers save 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 workshops and events with BESN delivery partners in their region • Create customer journey maps and delivery models within their particular region that use all of the available local services and resources. • Ensure BESN funding and resources are used efficiently and in accordance to BESN guidelines • Support BESN evaluation by providing feedback 	
Meet numbers and target group	<ul style="list-style-type: none"> • Provide mentoring support and deliver energy awareness training to frontline workers, advisors & volunteers in the local community • Target frontline workers in health and social care sector who work with vulnerable consumers • Deliver training to a minimum of 300 frontline workers 	
Implement best practice systems and process, including communication strategy	<ul style="list-style-type: none"> • Proactively identify external and internal stakeholders to develop local energy knowledge and insights. • Provide mentoring, peer-to-peer support and advice to other RECs, CECs and agencies who are delivering energy Advice. 	

	<ul style="list-style-type: none"> • RECs will be responsible for developing a database/maps of energy advice in their regional/local communities and promoting those services to community groups • Organise and facilitate 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 REC & CEC • Implement best practices of advice across the region. 	
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 organizations • Improve partnerships and build stronger relations with Local Councils • Establish referrals network and signposting pathways that will identify eligible consumers to Citizens Advice other energy advice projects (Consumer services & EBDx) and other agencies (external) • Join and attend NEA forum and other local energy innovative network groups to generate referral routes. 	
Performing quality checks and compliance	<ul style="list-style-type: none"> • Conduct observational visits to ensure that delivery partners are meeting outcomes and targets • Encourage and support BESN delivery partners to comply with guidelines by ensuring that the BESN funding is used to achieve BESN outputs and outcomes. • Regularly report on project status and updates 	
Other		



Person specification

ESSENTIAL

- Experience in working with vulnerable consumers
 - E.g. Over 65s, health-related, low income, families etc.
- Experience in delivering community events and workshops
- Experience in project management or co-delivery of community projects
- Relevant experience or qualifications in giving advice on energy issues
- Experience in mentoring and coaching