

Job Description

Position:	Energy Advisor
Department/Service:	Future Support
Job Status:	Fixed Term, until 31 st March 2028, with extension subject to funding
Hours of Work:	Full Time, 37 hours per week. Subject to Four Day Week following 6 months in post (see our website).
Working Pattern:	Monday – Friday, with occasional evenings or weekends as required by the service
Leave:	23 days per annum, plus Bank Holidays
Location:	Norwich
Salary:	£26,000 per annum
Application Deadline:	Friday 15 th May
Interview Date:	Week Commencing 18 th May

Vision statement:

Our vision is of vibrant and strong communities where everybody can live independent, safe and happy lives.

Context and purpose of the job:

The Energy Advisor (EA) will join the Future Support team to deliver the Norwich Energy Project, providing dedicated energy advice and support to vulnerable households across Norwich. Based at The Baseline Centre in West Norwich, the role will focus on helping residents reduce energy bills, improve energy efficiency and build long-term resilience against fuel poverty through tailored, one-to-one support.

The EA will manage a caseload of clients, delivering practical advice on tariff switching, understanding energy bills, smart meter use, behaviour change and energy debt. The role will also include delivering community workshops, distributing energy-saving items to those in financial hardship, and advocating on behalf of clients with utility providers to help establish manageable solutions.

In addition, the EA will embed energy awareness across the wider organisation by training and supporting frontline staff to identify energy issues and provide light-touch advice or referrals. Working closely with colleagues and local partners, the post holder will contribute to a coordinated, high-quality energy support service that empowers residents to manage their energy confidently and sustainably.

Personal Profile:

The ideal candidate will have substantial experience in providing personalised advice and support to individuals facing hardship, ideally within energy, financial resilience, or welfare-related services. You will have a strong understanding of fuel poverty, energy billing systems, tariff switching, smart meters, and the practical steps households can take to reduce energy consumption and costs. An awareness of the barriers faced by disadvantaged and digitally excluded individuals will be essential.

You will be confident managing a diverse caseload, delivering one-to-one sessions, and developing tailored action plans that support both immediate cost reduction and longer-term behaviour change. Your ability to explain complex information clearly and accessibly will enable you to build trusting relationships with clients, empowering them to better understand and manage their energy use.

The successful candidate will be proactive, resourceful, and a strong advocate for the individuals you support. You will be able to identify urgent energy-related crises, such as debt or risk of disconnection, while also addressing the wider factors that contribute to ongoing vulnerability.

As a collaborative team player, you will work closely with colleagues and external partners to deliver coordinated, high-quality support, while also operating independently with professionalism and sound judgement. Experience of delivering workshops, training frontline staff, or contributing to wider community engagement initiatives would be highly advantageous, as would a strong understanding of local support networks and referral pathways.

About Future Projects: Future Projects is a registered charity which was founded in 2000 by two volunteers who had become increasingly frustrated at the social exclusion, poverty, and lack of support available in their local community. They recognised that the issues people faced on their local housing estate in Norwich – one of the most deprived in the U.K. – could not be resolved by simply addressing one problem at a time in isolation. So they set about working with the local community to understand their needs and ambitions, and developed projects in youth work, education, media and advice along the way.

Today, we aim to help people in difficult situations build in their strengths and capabilities, and to develop the skills confidence and resilience to take control and transform their lives. We do this by providing high quality services in the community which promote education, health & wellbeing, skills, employment and improved life chances.

Our current projects and services are organised in three distinct departments as set out below.



Key Deliverables

1. Specialist Energy Advice and Support

- Deliver tailored, one-to-one energy advice to vulnerable households through appointments at the Centre and home visits where appropriate.
- Support clients to reduce energy costs through tariff switching, bill analysis, smart meter use, and practical behaviour change.
- Conduct home energy reviews to identify low-cost efficiency improvements and provide personalised guidance.
- Advocate on behalf of clients with energy providers to establish manageable payment plans and resolve issues.
- Manage an active caseload, maintaining regular contact and reviewing progress to support long-term resilience.

2. Workshop Delivery

- Plan and deliver practical workshops to build skills and confidence around managing energy use (e.g. understanding bills, efficient cooking, reducing energy usage).
- Embed learning opportunities into existing community activities to maximise reach and engagement.
- Contribute to wider engagement activity, including sharing energy-saving information and promoting available support through community channels.

3. Leading Energy Advice Across Our Services

- Train and support frontline staff across services to identify energy issues and provide basic advice.
- Develop and embed standardised questions, referral pathways, and processes to ensure energy needs are identified early.
- Provide ongoing guidance, refresher training, and case consultation to build staff confidence and consistency.
- Support a culture of shared responsibility for addressing fuel poverty across the organisation.

4. Outreach, Partnerships, and Access to Support

- Engage vulnerable households through outreach activity and referrals from partner organisations.
- Build and maintain effective relationships with local services, networks, and energy support providers to strengthen referral pathways.
- Help clients access wider support services where additional needs are identified.
- Contribute to collaborative approaches that improve coordination of local energy support and reduce duplication.

5. Monitoring, Safeguarding, and Quality Assurance

- Maintain accurate and timely records of all client interactions, interventions, and outcomes, through our in-house database system.
- Monitor and evidence impact, including changes in energy costs, confidence, and behaviours.
- Ensure all work is delivered in line with safeguarding, data protection, health & safety, and lone-working procedures.
- Support evaluation activity, case study development, and reporting requirements for funders.

- Contribute to continuous improvement by identifying trends, emerging needs, and service development opportunities.

6. Distributing Energy-Saving Items

- Assess eligibility and distribute energy-saving items to households in financial hardship.
- Provide guidance on safe and effective use of equipment.
- Maintain accurate records of item distribution and follow up to assess impact.
- Ensure resources are allocated fairly and in line with project criteria.

Financial Management

- Follow the organisation's financial procurement procedures to purchase minor items as required and under the direction of line managers and senior staff.

Other duties and responsibilities

- Promote the aims, policies, and objectives of Future Projects.
- Develop a good working knowledge of the operational area, its demographics, key communities, voluntary, private and public sector contacts, networks and partnerships.
- Maintain confidentiality in the working environment, ensuring that the privacy and dignity of clients are protected at all times.
- Undertake such other duties as may lie within the scope of this post.

This role profile is not exhaustive and is subject to review in conjunction with the post holder and according to future changes/developments in the service.

Job environment: significant flexibility in working patterns and hours will be afforded, however the majority of the post's working time will be during ordinary office hours, with a mix of home and community working and in-office presence. This includes regular visits to the charity's premises and bases of operation across Norfolk. On occasions there will be a need for evening and weekend work subject to the needs of the charity.

Supervision: The post holder will report directly to the Support Services Manager and will be subject to regular performance reviews and support sessions.

Line Management Responsibility: There is no line management responsibility attached to this post.

Health and Safety/Safeguarding: The post holder must comply with policies and procedures relating to health and safety, security, confidentiality, data protection, vulnerable adults and safeguarding children, and preventing extremism and radicalisation; and report all concerns or disclosures to the appropriate person.

Future Projects is committed to safeguarding children and vulnerable adults and expects all staff and volunteers to share that commitment. Our primary concern is always the safety and wellbeing of children and vulnerable adults.

- The Charity's Designated Safeguarding Lead for Children is: Jane MacLennan– Deputy Head Teacher at Future Education: j.maclennan@futureeducation.org.uk 01603 251 310
- The Charity's Designated Safeguarding Lead for Vulnerable Adults is: Grace Richardson – Support Services Manager: g.richardson@futureprojects.org.uk 01603 250 505

Future Projects will provide a programme of induction and training to include Health & Safety and Safeguarding, and will make external training available as required.

Equalities: The post holder must be aware of, support and promote equality and diversity in all its forms, and ensure that clients have equality of access to the services on offer. In the context of this role, this includes being mindful of audiences' access requirements to information, facilities and services and making reasonable adjustments where appropriate.

Future Projects is an equal opportunities employer, a Living Wage employer, and a Disability Confident employer; more information available on request.

Pre-employment checks: Employment will be subject to satisfactory pre-employment checks such as right to work in the UK and enhanced checks from the Disclosure and Barring Service. Please see the application form for guidance.

Application Guidance

When completing your application form, please refer directly to the **Context and Purpose of the Job** and **Personal Profile** sections of the job description.

Please include relevant details of your training, experience, knowledge and skills in relation to these sections. Applications will be shortlisted for interview on the basis of this.