

Energy Adviser

Job pack

Thank you for your interest in working at North & West Kent Citizens Advice and Kent Law Centre. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you will find information about:

- About North & West Kent Citizens Advice and Kent Law Centre
- The role profile and person specification
- Benefits of working for us
- How to apply



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About North & West Kent Citizens Advice and Kent Law Centre

North & West Kent Citizens Advice and Kent Law Centre (CAKLC) is an independent charity affiliated with national Citizens Advice and the Law Centre Network. **We are a dynamic, forward-thinking organisation delivering a wide range of high-quality advice services across the area.** Our work gives people the knowledge and confidence they need to find their way forward — whoever they are and whatever their problem.

Through our **generalist advice services**, we support a population of more than 650,000 people across North and West Kent. We operate from seven permanent offices in Dartford, Gravesham, Sevenoaks, Swanley, Tonbridge, Tunbridge Wells and Folkestone, alongside a number of in-person and video outreach services across the county. Our **specialist legal advice** covers immigration, housing and homelessness, welfare benefits, debt, family, employment, and fuel poverty and energy. We hold legal aid contracts in housing, debt and welfare benefits, and immigration and asylum, ensuring that vulnerable people across Kent can access high-quality, free legal advice.

Demand for our services continues to grow, and we have responded by adopting innovative and flexible ways of engaging with hard-to-reach communities while maximising the impact of our limited resources. Last year, we supported over 19,000 clients, helping them to resolve their immediate problems, build knowledge to prevent future issues, and feel empowered to take control of their own situations.

This is an exciting time to join our organisation. We have deep roots in our local community, dating back to World War II, and have been providing free advice to residents of North and West Kent ever since. While our status as a Law Centre is more recent — having joined the Law Centre Network in November 2025 — it builds on decades of experience in social justice work and reflects our ambition to become a genuine 'one-stop shop' advice service for the county.

We hope you will want to be part of this journey with us.

The role

Job Title	Energy Adviser
Hours	Full or part-time considered. Full-time = 35 hours per week, Monday to Friday. Part-time must be minimum of 21 hours over 3 days/week
Salary	£24,551.80 per annum, pro-rata for part-time
Status	Permanent
Location	Gravesend, Dartford, Swanley, Sevenoaks, Tonbridge or Tunbridge Wells in Kent with time working in and outside of CAKLC offices. Regular travel will be needed within North and West Kent for attendance at outreach activities such as community events and groups. For this reason, you must be able to travel without reliance on public transport. There will be scope for some home working once training period has been completed, depending on needs of the service.

Are you a supportive, motivated and enthusiastic person who is passionate about helping people during these challenging times?

Do you have experience of giving advice or supporting customers, either in-person or over the telephone? If so, we'd love to hear from you.

This is an exciting opportunity to help people to cope better with the ongoing high energy prices and wider costs of living. Working within a friendly and encouraging team, you will be able to give people the knowledge and skills to avoid fuel poverty,

improve energy efficiency and reduce energy usage, access energy grants and rebates available and to deal with their energy suppliers successfully.

This is a project with a strong emphasis on meeting Key Performance Indicators and targets set by the funders. Therefore, the successful candidate will be someone who sees this side of the project as a positive challenge and is keen to work creatively to achieve targets.

Whilst previous energy advice would be preferable, it is not essential and full training will be provided.

In this role, you will:

- make a real difference to people's lives and have a positive impact in your local community.
- learn about a range of issues such as energy, benefits and debt.
- build on valuable skills such as communication, listening and problem solving.
- gain relevant and practical experience for a future career in advice, law or public services.

Job Purpose:

To provide practical energy and cost-of-living advice that helps people reduce costs, improve energy efficiency and manage issues with energy suppliers. You will also use your presence at community events and groups to share key advice messages and information about our wider advice services which support local people to access advice before they reach crisis.

Main Duties:

Energy and Cost-Of-Living Advice

- Provide advice and information via telephone or in person to consumers on energy saving methods, energy bills clarification, energy grants and rebates, meter issues, switching advice and energy efficiency.
- Provide advice on benefits eligibility, with referrals to our benefits team where appropriate.

- Provide advice on energy debts and energy trust fund schemes, with referrals to our debt team where appropriate.
- Make referrals to our generalist advice team or other specialist teams, when the client has other non-energy-related issues.
- Provide advice and information on the risks of Carbon Monoxide leaks.
- Identify and contact clients proactively when needed, offering energy advice and income maximisation support.
- Regularly attend community events and local community groups to deliver presentations and provide drop-in advice on energy and cost-of-living advice.
- Share key messages about our wider advice services; providing information and reassurance to support local people to access advice before they reach crisis.
- Maintain client and project records, ensuring that all Key Performance Indicators are met.

Training

- To attend and successfully complete Citizens Advice training in energy advice and other relevant advice issues.
- Keep up to date with news, legislation, policies and procedures relating to energy advice, including reading relevant publications.
- To identify and develop own learning opportunities.

Research and campaigns

- Look out for problems that are common or are unfair, to support our Research and Campaigns work.

Other duties and responsibilities

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
- Demonstrate commitment to the aims and policies of CAKLC.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

Person specification:

	Essential / Desirable
Knowledge and Experience	
Experience of giving advice or supporting customers over the telephone, for example within a local organisation such as Citizens Advice or within a call-centre environment.	Desirable
Experience of working in the voluntary or community sector.	Desirable
A keen interest in energy issues and concerns currently facing energy consumers.	Desirable
Demonstrable interest in supporting vulnerable people in your community.	Desirable
Skills & Abilities	
Have excellent verbal and written communication skills.	Essential
Have excellent digital skills ((good knowledge of Microsoft Office/Google suites, email, search engines, internet security and social media).	Essential
An enthusiastic attitude, patience and empathy to support people with the issues they are facing.	Essential
The ability to work to targets and willingness to work creatively to achieve them.	Essential
The ability to prioritise your own work and meet deadlines.	Essential
Be non-judgmental and respect views, values and cultures that are different to your own.	Essential
Be willing to undertake training in your role.	Essential
Ability to travel across North & West Kent without reliance on public transport (Travel expenses will be reimbursed)	Essential
Personal Attributes	
Professional and approachable	Essential
Reliable and responsible with a strong sense of accountability	Essential
Positive and collaborative	Essential
Commitment to CAKLC's mission and values	Essential

Flexible and adaptable to meet changing service needs	Essential
Other Requirements	
Willingness to travel around North & West Kent on occasion, to meet with and support colleagues in other CAKLC offices if required.	Essential
Willingness to undertake training relevant to the role	Essential

In accordance with Citizens Advice national policy, the successful candidate may be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.

Benefits of Working for Us

At North & West Kent Citizens Advice and Kent Law Centre, we aim to offer a friendly and supportive work environment and the chance to make a real difference to the lives of people in Kent.

We want our staff to feel appreciated and well rewarded for the valuable work they do, so we try to offer generous benefits to our employees including:

- Payment of professional fees and memberships.
- A 35-hour working week, with flexibility where needed.
- 30 days annual leave days (including bank holidays) for full time staff, plus 4 additional days leave between Christmas and New Year.
- Policies that support a healthy work-life balance.
- Pension scheme.
- Commitment to continued professional development, with opportunities to build skills in new areas.
- Comfortable offices in town centre locations.

Promoting equality, valuing diversity and working inclusively are integral to our ethos as an employer and service provider. We will take steps to recruit from the widest pool of qualified candidates practicable, ensuring that employment opportunities are open and accessible to all on the basis of their individual qualities and personal merit.

We are a Disability Confident Employer.

How to apply

To apply for this role, **please complete an [application form](#) and [diversity monitoring form](#) and email to: ann.starke@nwkent.cab.org.uk**

Closing date for applications: Sunday 23rd August 2026, 5pm