

A white speech bubble containing the text 'citizens advice' in blue.

**citizens
advice**

**North East
Derbyshire**

A photograph of two men sitting at a table. The man on the left, wearing a tan sweater, is holding a document and looking at it with a focused expression. The man on the right, wearing a pink hoodie, is looking at the same document. They appear to be in a meeting or consultation. The background is a blurred indoor setting with wooden paneling.

Job Pack

**Energy Adviser
(Trainee)**



Thank you for your interest in working at Citizens Advice North East Derbyshire. 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 North East Derbyshire.

In this pack you'll find information about:

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About Us

For over 50 years Citizens Advice North East Derbyshire has been providing free, independent and impartial advice to residents of North East Derbyshire and Bolsover Districts.

We are proud of our longstanding commitment to providing advice to our local community. As part of a national network, we benefit from shared expertise and resources. As an independent local charity, we also bring deep insight into the issues facing our community.

You would be joining a supportive and collaborative team of over 30 staff members and 25 dedicated volunteers, all guided by a shared set of core values that shape how we work with clients, colleagues and partners.

These values are at the heart of everything we do, informing our approach to recruitment, leadership, and the way we support one another and our clients every day. We demonstrate the following values:

- People Centred - We put people at the heart of what we do, supporting clients and each other so everyone can achieve the best outcomes.
- Adaptable - We stay flexible and responsive, adjusting how we work with clients, colleagues, and communities to provide effective and relevant support.
- Respectful - We listen, value different perspectives, and communicate openly and kindly so everyone feels heard and respected.
- Trustworthy - We act with integrity and fairness, building trust with clients and colleagues by doing what is right.

The Role

This is an opportunity to train as a specialist adviser tackling one of the most urgent issues facing our communities: fuel poverty.

You'll support people struggling with rising energy costs, help them navigate complex systems and build the confidence and skills they need to manage their finances and energy use long term.

You don't need to be an expert already, we'll provide full training and support to help you develop into a skilled Energy Adviser.

Due to the nature of the role, travel across North East Derbyshire and Bolsover will be required and you will be expected to attend events and make home visits. You will be self-motivated and able to manage your own workload, ensuring all administrative tasks are completed efficiently. Strong communication skills, including the ability to present to small groups, are essential. While you will be part of a supportive team, you must also be comfortable working independently.

Although listed as a trainee role we are open to receiving applications from experienced advisers.

To apply for the role please send a completed application form detailing your suitability for the role by addressing each of the points in the Person Specification to: recruitment@nedcab.org.uk.

Citizens Advice North East Derbyshire is committed to diversity and inclusion, promotes equality and challenges discrimination. We encourage and welcome applications from people of all backgrounds. Applicants who identify as disabled and who satisfy the shortlisting criteria will automatically be offered an interview.

We're a Disability Confident employer.

Disability Confident is a government scheme that supports employers to improve how they recruit, retain, and develop disabled people.

Job Details

Job Title:	Energy Adviser (1 Vacancy)
Location:	Clay Cross with travel across NE Derbyshire & Bolsover Districts
Hours:	37 hours p/w
Salary:	£25,877 - £29,531 (depending on experience) (See also 'What we give our staff')
Contract Type:	Fixed Term until 30 June 2027 (extension subject to funding)
Start Date:	ASAP
DBS:	Enhanced
Closing Date:	17:00 Monday 27 July 2026
How to apply:	Email an application form to recruitment@nedcab.org.uk
Interviews:	W/C 3 August 2026

Role Profile

Advice Giving

- Interview clients using sensitive listening and questioning skills in order to allow clients to explain their problem(s) and empower them to set their own priorities.
- Research, interpret and explain information, outlining options and potential outcomes so clients can make informed decisions.
- Provide tailored energy advice, including support with managing costs, accessing entitlements and improving energy efficiency
- Where appropriate, take action on behalf of clients, including drafting correspondence, making calculations and liaising with third parties
- Manage a caseload where required, ensuring continuity, appropriate follow-up and clear boundaries in line with Citizens Advice guidance

Digital Support

- Support clients to develop the skills and confidence to manage their energy accounts, including using digital tools
- Provide practical guidance on budgeting and cost-saving measures

Case Management and Quality

- Maintain accurate and up-to-date case records in line with Citizens Advice requirements
- Ensure all work meets the Advice Quality Standard and organisational procedures
- Use IT systems for case recording, reporting and information management

Outreach and Community Engagement

- Deliver advice through a range of channels including telephone, office-based, outreach venues and home visits
- Support and occasionally deliver community sessions or workshops
- Represent the service at local events and engage with community partners

Partnership working and service development

- Work with colleagues and external partners to improve access to energy advice
- Contribute to the development of the service, including sharing insights from client work
- Assist with research and campaigns activity where appropriate

Professional Standards and Development

- Participate in training and development, including working towards relevant qualifications
- Work in line with organisational policies, including health and safety and lone working procedures
- Contribute to a positive, supportive team environment

Person Specification

Essential Criteria (Applicants must demonstrate these points in the application form). Think about our core values when answering each point.

1. An understanding of equality, diversity and inclusion and the ability to apply this in practice, treating people fairly, with respect and without judgement.
2. Strong interpersonal and communication skills, with the ability to listen effectively, build rapport and communicate clearly and sensitively with a wide range of people.
3. An awareness of the issues affecting individuals and communities, particularly in relation to energy or the cost of living, and the ability to respond to differing needs.
4. A proven ability to research, analyse and interpret complex information, and to communicate this clearly and accurately, both verbally and in writing.
5. Ability to support individuals to understand their situation, explore options and make informed decisions, while maintaining appropriate professional boundaries.
6. Ability to work accurately, including handling detailed information and checking calculations, ensuring reliability and consistency in outputs.
7. Confidence in using digital tools and online systems, and the ability to adapt to new technologies and support others to use them where needed.
8. Good organisational skills, with the ability to manage time effectively, prioritise tasks and complete work reliably.
9. Ability to work independently using own initiative, while also contributing positively to a team and supporting colleagues.
10. Willingness and ability to work across different locations, including community venues and clients' homes, adapting approaches to suit different environments and client needs.
11. Ability to build and maintain positive relationships with colleagues, partners and community organisations.
12. Proven ability to respond calmly and sensitively to individuals in difficult or emotional situations, adapting approach to meet their needs.

Desirable

13. Qualification in Energy Advice or a willingness to work towards this.

What we give our staff



Enhanced Annual Leave



Pension Scheme



Hybrid working available



Contractual Sick Pay



Ongoing training opportunities



EAP, Health & Wellbeing Provision



Enhanced Annual Leave

Full-time employees are entitled to 8 weeks paid annual leave in each annual leave year (which includes all statutory holidays). In the case of full-time employees working a five-day week, this equates to 40 days paid annual leave (including the eight statutory holidays).

Contractual Sick Pay

Employees are entitled to additional sick pay based on length of service up to a maximum of three months full pay and three months' half pay.

Pension Scheme & Salary Sacrifice

Citizens Advice North East Derbyshire provides an employee pension scheme. Further details of this scheme will be provided to the successful applicant at offer and contract stage. We administer a HMRC approved Salary Sacrifice scheme which allows you to make pension contributions directly from your gross pay, reducing the amount of National Insurance you pay and increasing your take-home pay compared to standard contributions.

Health Provision

We provide a Wellbeing programme which includes a private health scheme (via Health Shield) for employees who wish to opt in as well as access to an Employee Assistance Programme. Working in collaboration with Derbyshire County Council we have been awarded the 'We Pledge' certification for making mental health a priority in our work place. Our work on this was recognised at the National Citizens Advice Conference Awards in 2025.

Equality & Diversity

We recognise the positive value of diversity, promote equality and challenge unfair discrimination. We recognise people with diverse backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable. We will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, transgender, disability, nationality, national or ethnic origin, religion or belief, marital/partnership or family status, sexual orientation, age, social class, educational background, employment status, working pattern, trade union membership or any other factor that is not relevant to your potential employment. Our values include a commitment to equality and fairness, and to valuing each other. We expect all employees to have read, understood and behave in accordance with the principles of our Equality and Diversity Policy.

Dignity at Work

Citizens Advice North East Derbyshire is committed to providing a culture in which all staff value each other and can work together to their full potential in an inclusive environment free from harassment, bullying and other unacceptable forms of behaviour. Our values include commitments to work together and value each other.



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**We can't wait to
hear from you**

References

Job offers are conditional subject to satisfactory references. Ideally these should both be from former employers, but Citizens Advice North East Derbyshire will consider academic or personal references from people who are able to comment on the candidate's suitability for the role. References will be requested once a conditional offer of employment has been made.

Criminal Convictions

Anyone who applies to work with Citizens Advice North East Derbyshire will be asked to disclose details of unspent convictions during the recruitment process.

Having a criminal record will not necessarily bar you from working with Citizens Advice North East Derbyshire - much will depend on the type of job you have applied for and the circumstances of the offence.

Disclosure and Barring Service (DBS disclosures are only requested where proportionate and relevant to the post concerned), the role of Energy Adviser requires completion of a DBS check.

For further information please email recruitment@nedcab.org.uk