

**ENERGY ADVICE ASSISTANT  
BACKGROUND INFORMATION ON THENUE,  
THE POST AND DETAILS OF HOW TO APPLY**

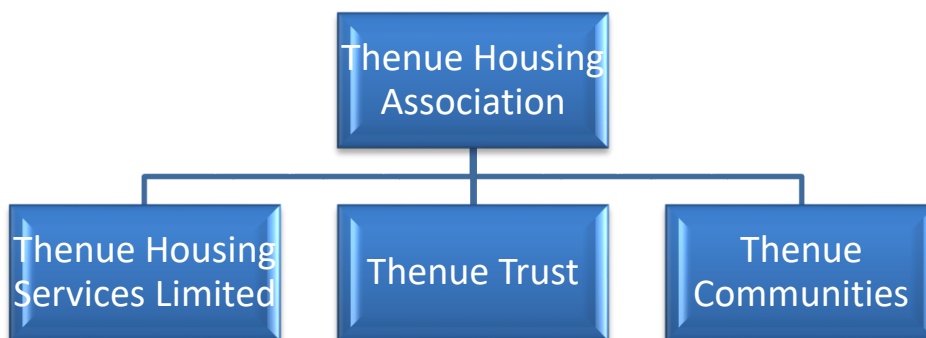
**1. INTRODUCTION AND OVERVIEW**

1.1 Thenue Housing Association Ltd is a Registered Social Landlord (RSL) and was formed in 1979. We have a stock base of just over 3,000 properties; we own 21 supported housing properties, have around 54 sharing owners and offer a factoring service to over 850 owner occupiers. Our housing stock is a mixture of new build houses and flats built between the late 1970s and the present day, Victorian sandstone tenements including a few listed buildings and 1930s ‘interwar’ flats. They are spread across a number of locations in Glasgow including Bridgeton, Calton, Cranhill, Castlemilk, Dalmarnock, Scotstoun, Baillieston and Blackhill.

1.2 All our staff are based in the registered office at 423 London Road. We have two Community Centres (Calton Heritage & Learning Centre and Netherholm Community Hall), which are managed through our subsidiary Thenue Communities. We employ around 75 members of staff and have a Group turnover of nearly £19 million. We operate a system of hybrid working incorporating both home and office-based working practices as well as a Flexible First approach.

1.3 Thenue Housing operates a group structure.

- **Thenue Housing Association Limited**, which owns the housing, is the parent body with charitable status. Regulated by the Scottish Housing Regulator.
- **Thenue Housing Services Limited** is a wholly owned subsidiary company through which non-charitable consultancy work other housing related activities are channelled.
- **Thenue Trust** which aims to attract charitable resources for the communities where we work.
- **Thenue Communities** a charitable subsidiary company that manages our local community centres providing facilities for learning, training, play or social events.



### 1.3 What we stand for



#### **Our Purpose or Mission Statement:**

Delivering quality and affordable homes with excellent customer service...improving homes, lives and communities.

#### **Our vision:**

Quality homes and stronger communities where people want to live.

#### **Our Values:**

Passion	Excellence	Respect	Connection
<ul style="list-style-type: none"><li>• We are committed, determined and motivated</li></ul>	<ul style="list-style-type: none"><li>• We aim to be the best we can be</li></ul>	<ul style="list-style-type: none"><li>• We treat everyone with courtesy and dignity, recognising diversity</li></ul>	<ul style="list-style-type: none"><li>• We listen, to engage with our customers and communities</li></ul>

## 2. BACKGROUND TO THE POST

The post will be part of Thenue's Energy Advice team which is externally funded through the Energy Industry Voluntary Redress Scheme [www.energyredress.org.uk](http://www.energyredress.org.uk)

The funding employs 3 posts: 1 x Energy Advisor and 2 x Energy Advice Assistants for a 2 year period (Feb 2023- Jan 2025). You will be supervised by the Energy Advisor and line managed by the Community Regeneration Manager.

You will be part of the Energy Advice team providing free impartial energy advice, information and advocacy to Thenue customers.

You will have experience in providing front line advice (not necessarily energy advice) to tenants or the general public. You must have excellent IT, organisational, and communication skills and be used to dealing with people from a wide range of backgrounds.

## 3. SALARY AND CONDITIONS

Thenue Housing Association Ltd offers an attractive rewards package in accordance with EVH terms and conditions including:

#### **Salary**

The pay band range for the Energy Advice Assistant post is Grade 5 PA13-16 (£27,440-£30,495 per annum pay award pending from 1 April 2024).

#### **Duration**

The Energy Advice Assistant post is being offered as a fixed term post at 35 hours per week. An initial 6 months probation period will be applied to the post.

### **Checks**

A Basic Disclosure is required for this post. A full, current driving licence is desirable but not essential therefore a DVLA check may be required.

### **Holidays**

Annual leave is 25 days plus 15 public holidays per annum in line with our EVH Statement of Terms and Conditions. There are an additional 4 flexible days leave through our Hybrid and Flexible First Policy.

### **Work/Life Balance**

Thenue promotes a work/life balance in relation to working hours. Our standard working week is 35 hours Monday to Friday. We operate a flexible working policy where some days can be worked from home, other in the office, dependent on the needs of our business and in accordance with our Team Charters. We also operate a Flexible First approach which allows some degree of flexibility in terms of working hours.

### **Pensions Scheme**

Thenue provides a Defined Contribution Pension Scheme through the Scottish Housing Association Pension Scheme (SHAPS). The current contribution rate is 9%, split 6%:3%; employer:employee. Life cover is paid by the association in addition to the main pension contribution, resulting in an overall contribution rate of 9.45%. Automatic enrolment into the pension scheme we provide is necessary; however you may opt out if you wish. If you do, we are required to enrol you again every three years. Additional voluntary contributions can be made.

### **Payment of Professional Fees**

The Association will re-imburse one set of annual fees paid by employees for membership of professional institutions when such membership is directly relevant to the work of Thenue.

### **Prescribed Spectacles**

Thenue will contribute £104.33 as at 1 April 2023 towards the cost of prescribed spectacles.

### **Cycle to Work**

Thenue participates in the Government's 'cycle to work' scheme to promote healthier journeys and to reduce environmental pollution.

## **4. THE RECRUITMENT PROCESS**

Thank you for taking an interest in Thenue Housing. We hope that a combination of this introduction and the various attachments should help you to learn more about us, the post open for recruitment and encourage you to take the next step!

When submitting your completed application, please email to [recruitment@thenuehousing.co.uk](mailto:recruitment@thenuehousing.co.uk)

Complete your Equalities Data Collection Form – [click to view](#)

Identification, work eligibility, proof of qualifications, Disclosure Scotland, DVLA and references will be requested only if you are offered the position. The offer will be subject to satisfactory checks. **Please do not include copies of your qualifications or references with your initial application.**

An application made by a relative of either a current Board member or anyone who has been a Board member within the last twelve months, cannot be considered and no offer of employment can be made.

The enclosed person specification lists the minimum essential and desirable requirements for the post. When shortlisting for interview, the interview panel will only consider the information contained within your application form and will assess this against the agreed person specification.

You should consider the relevance of the information supplied in your application with that contained in the person specification and job description. Stating that you meet the criteria in the person specification alone does not demonstrate this to the interview panel. You should provide examples and evidence demonstrating your skills and experience.

If you are shortlisted for interview, the interview panel will wish to discuss the areas covered in the Person Specification in more detail. The questioning at interview will be designed to assess further how you meet the criteria in the person specification as well as your commitment to the values of Thenue.

**Please note we are unable to provide feedback to those candidates that have not been invited to interview.**

Thenue Housing Association aims to be an equal opportunities employer and is committed to diversity in employment. If you feel that there is anything specifically that you need from us to encourage our commitment, or you wish an informal discussion with us then you may contact Julie Broadley, Energy Advisor on 0141 550 5558 or Ruth Adam, Community Regeneration Manager on 0141 550 9552.

Once completed your application and equal opportunities monitoring form should be submitted:  
by email to: [recruitment@thenuehousing.co.uk](mailto:recruitment@thenuehousing.co.uk)

Closing date for receipt of applications is by 12 noon on Wednesday 6 March 2024, with in person interviews scheduled for Thursday 14 March 2024.

**Communication from Thenue will be via email, please ensure the email address given is operational and check your Spam or Trash boxes for responses.**

## Thenue Energy Advice Project (TEA project)

### Project Background

There never has been more of a need for energy advice; increasing energy costs coupled with the cost of living crisis has left people more vulnerable than before. Households who were previously 'just about managing' have been plunged into fuel poverty. More households are self disconnecting or are at risk of self disconnection and fuel debt is on the increase.

Thenue HA understand the impact that the energy price crisis and the costs of living crisis can have on low income households and recognises the need for support.

### Project Funding

Thenue HA successfully secured funding from the Energy Redress Scheme. The funding employs an Energy Advice team which consists of 3 posts 1 x Energy Advisor and 2 x Energy Advice Assistants for a 2 year period (Feb 2023-Jan 2025).

The role of Energy Advice Assistant has become available due to an internal promotion of the previous post holder. The post will be fixed term in line with the funders terms and conditions.

### Project Aim

Our aim of the project is to provide a free, impartial energy advice and advocacy service, accessible to low income and vulnerable households who are struggling to heat homes and pay energy bills, and tenants who are in energy debt or at risk of energy debt.

Our service provides 4 key elements:

<b>In depth</b> - An intensive and 'forensic' approach to help identify more efficient use of energy and energy savings where practically possible.	<b>Vulnerable Households</b> Supporting and representing people (including energy advocacy) suffering from mental health issues, learning disabilities and chaotic lifestyles.
<b>Reactive</b> - Dealing with energy referrals for fuel debt, supplier issues, metering problems, energy complaints.	<b>Proactive</b> Adopting an educational, preventative approach to stop tenants from developing utility arrears and reaching a point of crisis.

## **Objectives**

- (1) Build capacity of partner organisations and internal staff on energy awareness and understanding of energy issues
- (2) Provide support to deal with fuel debt and help negotiate fuel debt
- (3) 'Forensic' approach to identify behaviour change to reduce energy consumption and save money
- (4) Provide Energy advice advocacy to households who are unable to do so/ represent themselves
- (5) Develop a robust referral system in partnership with the Area Associations, local community groups and community organisations
- (6) Provide clients with advice and information on how to best use their heating and hot water systems

## **Project Outcomes**

- Improved access to good quality energy advice to Thenue's 6 local communities across Glasgow
- Improve Thenue HA staff and local partners' knowledge and understanding of energy and how it can affect our vulnerable customers
- Increased access and applications for benefits and grants to reduce fuel debt
- Improve customers understanding of how to use their energy efficiently and reduce their fuel costs
- Increased support through advocacy to address energy issues Improved awareness within the local communities of the benefits of energy advice and advocacy
- Improvements in identifying and engaging with vulnerable residents who may be living in fuel poverty

## **Project Beneficiaries**

The direct beneficiaries are people who are fuel poor, extreme fuel poor or at risk thereof, living predominantly within the North East and South East sectors of Glasgow where Thenue currently has a strong community connection, such as Blackhill, Cranhill, Calton, Bridgeton, Dalmarnock and Castlemilk. We specifically target people who have barriers to engagement, traditional non-engagers or have struggled to access mainstream information provision.

## THENUE HOUSING ASSOCIATION LTD

### JOB DESCRIPTION

<b>JOB TITLE:</b>	Energy Advice Assistant
<b>TEAM:</b>	Community Regeneration
<b>DEPARTMENT:</b>	Community Housing Services
<b>DURATION:</b>	Fixed Term until January 2025
<b>HOURS:</b>	35 hours per week
<b>GRADE:</b>	EVH Grade 5 PA13-16 (£27,440-£30,495 per annum pay award from 1 April 2024)
<b>RESPONSIBLE TO:</b>	Energy Advisor (Supervisory)
<b>STAFF RESPONSIBILITY</b>	N/A

### JOB OUTLINE

To support the delivery of the Thenue Energy Advice (TEA) Project as part of a 3 staff team (1 Energy Advisor and 2 Energy Advice Assistants). The role will support the development and delivery of an outreach impartial energy advice and information service across Thenue HA's 6 communities.

The project aim is to provide a free, impartial energy advice and advocacy service, accessible to low income and vulnerable households who are struggling to heat homes and pay energy bills, and tenants who are in energy debt or at risk of energy debt. The project will support tenants and owners to understand their energy usage and costs, identify behaviour change to reduce energy consumption, work with local partners to signpost customers to relevant and appropriate support and Build capacity and understanding of energy advice and information across Thenue Housing Association's staff members.

### 1. RESPONSIBILITIES AND TASKS

#### Service Delivery

- 1.1 To provide an impartial energy advice service offering home visits, one-to-one advice, support and information to householders.
- 1.2 To deliver and support advice surgeries, workshops and talks for community groups and the wider public.
- 1.3 To liaise with utility suppliers to resolve utility debt issues and other issues.
- 1.4 To offer customers support via Hardship Funds, promote and encourage uptake of practical energy efficiency measures.

#### Reporting

- 1.5 To maintain project database, for recording engagement, ensuring that it is kept up to date.
- 1.6 To assist with undertaking monitoring and evaluation (including benchmarking, follow up surveys, case studies) in line with funding requirements.
- 1.7 To provide accurate and timely information for inclusion in monitoring reports in line with funders expectations.

#### Partnerships

- 1.8 To work closely with Property and Housing teams to provide support to tenants during and after heating systems installations (supporting tenants know how to operate their new heating systems effectively).
- 1.9 To work in partnership with and make appropriate referrals to internal services (e.g. Welfare Rights Officers) and external agencies for specialist support.

- 1.10 To work in partnership with local organisations and community groups to identify vulnerable households.

#### **Communication and Promotion**

- 1.11 To promote the Energy Advice project internally and externally and encourage referrals to the project.
- 1.12 To support the production of project specific literature and videos to promote the project and energy efficiency measures.

### **2. APPROACH TO TASKS & ACTIVITIES**

- 2.1 Put the customer first and aim to “go the extra mile”.
- 2.2 Prioritise your own workloads, time and resources to agreed deadlines and budgets.
- 2.3 Be flexible and adaptable and be able to work under pressure.
- 2.4 Demonstrate energy and commitment.
- 2.5 Display excellent communication skills.
- 2.6 Effectively use relevant software for tasks.
- 2.7 Look for solutions
- 2.8 Be flexible in approach to working hours.
- 2.10 Be able to cope calmly with competing demands.
- 2.11 Constructively liaise with other sections and departments.

### **3. OTHER**

- 3.1 To deliver services and undertake duties according to all relevant policies and procedures.
- 3.2 To promote good practice and equalities among local community groups and voluntary organisations.
- 3.3 To help Thenue HA achieve value for money in all Community Regeneration services.
- 3.4 To ensure that all duties and responsibilities are discharged in accordance with Thenue HA Health and Safety at Work and other work related policies.
- 3.4 To comply with the Thenue HA equal opportunities policy.
- 3.6 To attend training and other events as required.
- 3.7 Any other duties which may be required from time to time in line with the needs and objectives of Thenue Housing Association.

Ruth Adam  
Community Regeneration Manager  
20 Feb 2024



**PERSON SPECIFICATION: ENERGY ADVICE ASSISTANT  
(FIXED TERM until Jan 2025)**

EDUCATION, EXPERIENCE, KNOWLEDGE, SKILLS AND PERSONAL ATTRIBUTES	Essential	Desirable
<b>EDUCATION &amp; QUALIFICATIONS</b>		
City & Guilds Level 3 qualification in Energy Awareness		✓
Good general education	✓	
<b>EXPERIENCE, KNOWLEDGE AND SKILLS</b>		
Experience of working within a social housing or voluntary sector environment	✓	
Experience of working in a customer focussed environment	✓	
Experience of providing advice and advocacy in a community setting	✓	
Experience of working with people from a wide range of backgrounds including vulnerable and 'hard to reach' individuals	✓	
Experience of delivering energy advice and information		✓
Experience of using evaluation and monitoring tools and techniques	✓	
Working knowledge of fuel poverty issues, practical energy efficiency measures and energy efficiency initiatives.		✓
Working knowledge of community based Housing Associations and their business operations		✓
Knowledge of the main communities where Thenue operate		✓
The ability to work well on own initiative and as part of a team	✓	
Evidence of putting the customer first and making a difference	✓	
Flexible and adaptable and able to work under pressure	✓	
Excellent communication skills, both verbal and written at a consistently high standard	✓	

Good IT skills – experienced in the use of Microsoft Word, Excel, PowerPoint and Social Media	✓	
<b>PERSONAL ATTRIBUTES</b>		
Has an assertive, confident and pro-active approach	✓	
Fully embraces change in culture and working practice	✓	
Flexible in approach to working hours	✓	
Full current driving licence	✓	
Use of own car for business purposes		✓
Be flexible to a demanding workload which may result in working evenings and weekends	✓	

# Thenue Housing Association

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## Employee Fair Processing Notice

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This notice explains what information we collect, when we collect it and how we use this. During the course of our activities we will process personal data (which may be held on paper, electronically, or otherwise) about you and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your information.

1. Thenue Housing Association and its subsidiaries (“we” or “us”) is committed to a policy of protecting the rights of individuals with respect to the processing of their personal data and adhere to guidelines published in the Data Protection Act of 1998 and the General Data Protection Regulation (EU) 2016/679 which is applicable from the 25th May 2018, together with any domestic laws subsequently enacted. We collect and use personal data for a variety of reasons.

We are notified as a Data Controller with the Office of the Information Commissioner under registration number Z5976217 and we are the data controller of any personal data that you provide to us. Our Data Protection Officer (DPO) is Arlene Robertson, any questions relating to this notice, and our privacy practices, should be raised with her.

2. We collect the following information from you, both from information you have supplied or from third parties such as banks, the DWP and Trade Unions. We collect the following:
  - (a) Name
  - (b) Date of Birth
  - (c) Address
  - (d) Telephone Number
  - (e) E-mail address
  - (f) NI number
  - (g) Personal characteristics such as gender and ethnic group
  - (h) Qualifications
  - (i) Absence information
  - (j) Details concerning health or any disability
  - (k) Passport/birth certificate
  - (l) Driving licence
  - (m) Criminal conviction forms

We collect and use the above information and personal data for:

- (a) Administration of contracts of employment
- (b) Payment of salaries
- (c) Recruitment and selection
- (d) Pensions and associated benefits
- (e) Appraisal, training and development
- (f) Membership of professional bodies

- (g) Health, safety and wellbeing
- (h) Equality monitoring
- (i) Eligibility to work in the UK

3. We may disclose to and share information about you with third parties for the purposes set out in this notice, or for purposes approved by you, including the following:
  - To process your salary payments;
  - To allow your pension provider to process pensions information and handle your pension;
  - To allow your electronic payslips to be produced and issued to you;
  - If we enter into a joint venture with or are sold to, or merged with, another business entity, your information may be disclosed to our new business partners or owners.
4. Your information will only be stored within the EEA (European Economic Area).
5. When you give us information we take steps to make sure that your personal information is kept secure and safe. All staff files are held in a locked cabinet when in paper format, and in a password protected folder/Sage HR when in electronic format.
6. We review our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law, or as set out in any relevant contract we have with you.
7. You have the right at any time to:
  - Ask for a copy of the information about you held by us in our records; and
  - Require us to correct any inaccuracies in your information
8. If you would like to find out more about how we use your personal data or want to see a copy of information about you that we hold or wish to exercise any of your above rights, please contact the DPO.
9. You have the right to complain to the Information Commissioner's Office in relation to our use of your information. The Information Commissioner's contact details are noted below:  
**The Information Commissioner's Office – Scotland**  
**45 Melville Street, Edinburgh, EH3 7HL**  
**Telephone: 0303 123 1115**  
**Email: [Scotland@ico.org.uk](mailto:Scotland@ico.org.uk)**

The accuracy of your information is important to us; please help us keep our records updated by informing us of any changes to your personal and contact details.