

Advice Officer – Energy

Willowacre Trust



Recruitment Pack



Read our
Recruitment charter at
<https://westscot.co.uk/recruitment/>

WELCOME

Thank you for your interest in Willowacre Trust. This pack explains who we are, what we need from you and what you need to do to apply.

As the charitable subsidiary of West of Scotland Housing Association (WSHA), Willowacre Trust's overarching aim is to tackle social and economic disadvantage and impact on tenancy sustainment within the communities served by WSHA. We want a staff team and Board that shares our values and puts customers at the centre of service delivery.

Our staff are at the heart of our business and we support them to be their best which is demonstrated with 84% of staff saying Willowacre Trust and WSHA is a good place to work.

We are an equal opportunities employer and positively encourage applications from suitably qualified and eligible candidates regardless of sex, race, disability, sexual orientation, age, or religion or belief. We are particularly interested to hear from applicants with a disability, or from a black, asian or minority ethnic background.

Disabled applicants who meet the essential criteria will, where possible be granted an interview under the Disability Confident scheme.

We are committed to achieving high standards of quality in recruitment and to ensuring that our appointments are made solely on the basis of merit and that you are treated in a fair and equitable manner.

We look forward to receiving your application.



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ABOUT US

Willowacre Trust is the charitable subsidiary of West of Scotland Housing Association (WSHA) and has been working to tackle social disadvantage for over 60 years. We are committed to the delivery of projects and services which offer additional support and opportunities to WSHA tenants with the overall aim of positively impacting on tenants' lives.

OUR VISION

Achieve and support strong, vibrant communities



To ensure our values are reflected in everything we do, we have created a **Values Framework** which outlines the behaviours expected of our staff, managers and Board.



WORKING FOR US

Access to a personal health care plan for you and your family

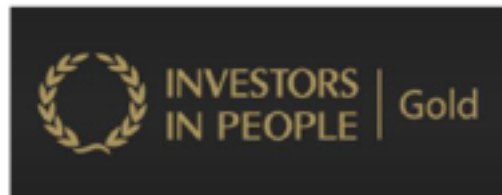
Access to staff shopping discounts as well as salary sacrifice staff tech and EV scheme

Free access to a comprehensive Employee Support and Wellbeing Service

Generous holiday allowance of 40 days

Strong focus on staff wellbeing including free flu jabs and annual health checks
Cycle to work Scheme and secure bike shed at office.

Friendly, inclusive environment and with the flexibility of a hybrid model of working (mix of home and office) if the role allows.





Pension:

We offer a Scottish Widows defined contribution scheme provision to all staff employed by Willowacre Trust.

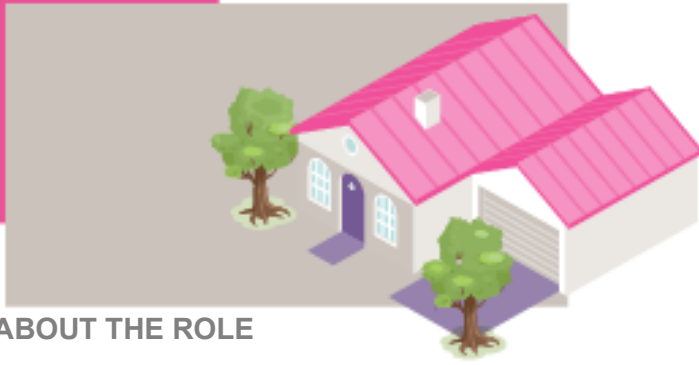
The employee can contribute a minimum of 3% to the scheme.

The employer will contribute twice the employee contribution to a maximum of 10%.

Our pension scheme contributions are based on a salary sacrifice arrangement whereby the employer gives 100% of NI savings to the employee.

In addition to the above, we also provide staff with Critical Illness cover and Life Cover x 3 salary.





ABOUT THE ROLE

- ★ Job Title: Advice Officer – Energy
- 🏠 Department: Housing & Community Services
- 📍 Location: Glasgow, G40
- ❤️ Salary Scale: WT Grade 4 £31,791 per annum

As the charitable subsidiary of West of Scotland Housing Association (WSHA), Willowacre Trust's overarching aim is to tackle social and economic disadvantage and impact on tenancy sustainment within the communities served by WSHA. We want a staff team and Board that shares our values and puts customers at the centre of service delivery

Willowacre Trust are looking for new Advice Officer – Energy who share our values and will use them to guide the way they work on a daily basis.

The Advice Officer – Energy will offer support to people in need of energy advice who are residing in the communities served by WSHA. The Advice Worker – Energy plays an integral role in our offer of support and will be expected to embrace a holistic approach to supporting customers. This support aims to positively impact the capacity of individuals and households by assisting them to sustain their home through the provision of practical, accessible and person-centred energy advice services.

This approach focuses on prevention and early intervention by helping customers to reduce fuel poverty, understand and manage household energy use, access appropriate tariffs and payment options, improve confidence in dealing with suppliers, and connect to wider support including income maximisation, debt advice and hardship funding where appropriate

You should:

- Be able to provide energy advice services to people individually and in group settings through home visits, accessible community settings, digital platforms, information events, office appointments and telephone enquiries
- Have a methodical and flexible approach to organising and prioritising a varied workload



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MAIN RESPONSIBILITIES

- Carry out a comprehensive assessment of individual customers' needs, detailing in an outcomes based support plan what actions need to be completed to help address the issues or difficulties they are facing.
- Provide energy advice services to people individually and in group settings through home visits, accessible community settings, digital platforms, information events, office appointments and telephone enquiries.
- Support customers to understand energy bills, compare tariffs, consider switching suppliers where appropriate, and make informed choices about safe and affordable energy options.
- Support customers to reduce fuel costs, reduce carbon emissions and build confidence in dealing with energy suppliers, including assistance with complaints, disputes, payment arrangements and sustainable repayment plans.
- Support vulnerable households to better understand and manage household energy systems and appliances, including heating controls, thermostats, boiler programming, meter issues and condensation, helping them to maintain a safe, warm and energy-efficient home.
- Work proactively with customers who may be at risk of fuel poverty, financial hardship or exclusion, taking a sensitive and practical approach to the issues affecting vulnerable households.
- Maximise customer income and household resilience by identifying and applying for grant funding to provide energy vouchers, funds towards energy bills and funds to help clear energy debt.
- Make appropriate referrals to welfare benefits advice, debt advice, white goods support, hardship funds and other relevant forms of assistance where customers require additional advice or representation.
- Manage a high-volume caseload, ensuring that customer assessments, case management files, databases and outcome records are accurate, up to date and maintained to required standards.
- Be proactive and creative in your approach to supporting customers by delivering on campaigns designed encourage participation such as the Warm Home Discount scheme.
- Develop and deliver workshops, presentations and promotional activities on topics such as energy saving, understanding bills, using heating controls, avoiding fuel debt and staying safe and warm at home.
- Participate in and support good communication across internal teams and with partner organisations.
- Maintain systems and procedures for the delivery, monitoring and evaluation of the Energy Advice Service, using Advice Pro case management systems, monitoring information and case studies.
- Contribute towards the production of publicity, training and information materials on energy advice and fuel poverty for customers and staff at Willowacre Trust and WSHA.
- Ensure procedures are followed in relation to our lone working policy.
- Ensure data is managed to timescales and in accordance with the organisation's policy and GDPR requirements.
- Undertake any other reasonable duties as requested by the line manager

The list above is typical of the level of duties which the post holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time.

PERSON SPECIFICATION

Essential Criteria - Applicants are required to meet all essential criteria to be considered for shortlisting. Where an essential criterion is highlighted in bold, a higher weighted score will be given to applicant's attitude in that area.

CRITERIA

Assessment Method -Applicants should note that the method of assessing individual applications is given in the assessment column (**ASS Method**) as follows:
AF – Application Form I-Interview P – Presentation PSY – Psvchometric testing

Experience & Knowledge	Assessment Method	E	D
Experience of delivering energy advice, information, guidance and support directly to customers individually and in group settings	AF / I	*	
Experience of working with individuals to develop outcomes-based support plans which promote household resilience, reduce fuel poverty and support wellbeing	AF / I	*	
Knowledge and understanding of energy bills, metering, tariffs, supplier switching and available grants, rebates and wider assistance schemes	AF / I	*	
Experience of delivering presentations, workshops, outreach sessions or other forms of community engagement	AF / I	*	
Experience of managing casework, maintaining accurate records and producing monitoring information or reports	AF / I	*	
Experience of maximising customer income or household resilience by identifying and applying for grant funding or other financial assistance	AF / I	*	
Experience of working with internal and external partner organisations and making appropriate referrals for welfare benefits advice and other support services	AF / I	*	
Experience working with external funders	AF / I		*
Working knowledge of confidentiality, data protection and safeguarding responsibilities when supporting vulnerable people	AF / I	*	
Experience of working in the charity, housing, local authority or community sector	AF		*

Demonstration of the Values	Assessment Method	E	D
Respect - Treats everyone with empathy and kindness	I	*	
Inclusive – Aims to meet individual needs and recognise diversity	I	*	
Integrity - Acts with integrity and honesty always	I	*	
Improvement- Aims to continuously improve what we do to benefit our customers, staff, and stakeholders	I	*	
Support - Supportive in your approach to customers, staff, and stakeholders	I	*	



PERSON SPECIFICATION CRITERIA

Criteria	Assessment Method	E	D
Skills & Qualities			
Excellent communication skills with the ability to explain complex information clearly, accurately and sensitively	AF / I	*	
Strong interpersonal and engagement skills to build trust with clients, community groups and partner organisations	I	*	
A methodical and flexible approach to organising and prioritising a varied workload	I	*	
Good IT skills including Microsoft 365, Word, Excel, Teams and case recording or database systems such as Advice Pro	AF / I	*	
Excellent ability to work well under pressure and to agreed timescales to meet targets	I	*	

Other Requirements	Assessment Method	E	D
Qualification in energy awareness / advice	AF		*
Commitment to equality, diversity and inclusion, and to delivering services that are accessible and respectful	I	*	
Commitment to sustainability, reducing fuel poverty and improving community wellbeing	I	*	
Empathetic, approachable and non-judgmental manner	I	*	
Flexible, proactive and resilient approach to work	I	*	
Willingness to undertake training and continuous professional development to maintain up-to-date knowledge	I	*	
Ability to work flexible hours when required, including occasional evenings or weekends for outreach activity	AF / I	*	
This post is subject to a satisfactory Disclosure Scotland Check	AF	*	
Full UK driving licence and access to a vehicle	AF	*	

APPLICATION PROCESS

For further details and to apply online visit www.westscot.co.uk/about-us/recruitment/.

If you require an application in another format please email vacancies@westscot.co.uk or phone 0141 550 5600.

Late applications will not be considered. Applications submitted by email will receive an acknowledgement by return. If you would like us to acknowledge receipt of your posted application, please enclose a stamped addressed envelope with your completed application form



You should complete all sections of the application form and you will need to demonstrate how you meet **all** the essential job requirements on the person specification to be considered for an interview. Applications being completed using ChatGPT or similar AI technology will generally not be accepted and where this is suspected the application may be removed on receipt, from the process. You should also note that curriculum vitae, cover letters and supplementary material will not be considered.

Willowacre Trust does not provide visa sponsorship. All applicants must have the right to work in the UK to apply for positions. Any offer of employment will be conditional upon verifying documentary evidence of right to work in the UK before employment commences

Applicants with a disability are welcome to contact us regarding any adjustments, you require to the process.

Completed applications must be returned by 8am Friday 26th June 2026

PROVISIONAL INTERVIEW DATES: 6th July 2026



EQUAL OPPORTUNITIES

We value diversity in our workplace and we would encourage everyone who has the necessary skills and experience to apply.

Information given on the equal opportunities form will be treated in strictest confidence and will be retained for monitoring purposes.

It will be kept separately from your application form and will not be made available to those involved in the selection decision.

As part of our Equalities Policy, we are a signatory to the Disability Confident scheme. We will, where possible, offer interviews to applicants with a disability who we consider meet the essential criteria.

If you are unhappy with any part of the recruitment and selection procedure, you should contact the telephone number or our email address, given in the advertisement initially.

If you are still dissatisfied, you can request and make a formal complaint using our Comments, Complaints and Compliments procedure or if an internal applicant, through our grievance process.





GUIDANCE NOTES ON COMPLETING THE APPLICATION FORM

Please read these notes carefully - they are to help you make the best of your application.

- 1 Preferably, applications should be completed online and if in writing then should be completed in black ink.
- 2 Please do not send in your Curriculum Vitae.
- 3 The enclosed Person Specification lists the minimum essential requirements for this post. When short listing for interview, the selection panel will only consider the information contained in your application form. You will need demonstrated how you meet the essential job requirements to be considered for the post.
- 4 The selection panel will not make assumptions about the nature of the work from a list of job titles. It is not enough to state that you meet the essential requirement; you must demonstrate how you meet it to the panel with examples. Life experience and skills, as well as work experience may be used. Interviews will be offered to candidates who are the best fit to the post as well as meeting all the essential criteria. Where essential criteria are highlighted in bold, more weighting will be given to candidates with these attributes.
- 5 If you are short-listed for interview, the selection panel will wish to discuss the areas covered in the Person Specification in more detail.
- 6 Candidates must declare on their application form if you are related to any members of staff, Board Member, consultants or contractors or suppliers of WSHA. This will not necessarily be detrimental to your application.
- 7 All personal details will be removed, and applications are anonymised for the short-listing process.
- 8 The equal opportunities monitoring information is kept separately and does not form part of the Selection process.
- 9 As part of our Equalities Policy, we are a signatory to the Disability Confident scheme. We will offer interviews to applicants with a disability who we consider meet the essential criteria. However, in circumstances where we have a large number of applicants including a large number of applicants with a disability, interviews will be offered to those applicants with a disability that best meet the essential criteria.
- 10 We strive to be an inclusive organisation and we encourage candidates with disability to contact us if there are adjustments/assistance that we can provide to enable an application.
- 11 Please contact us if you require application information in a different format.
- 12 All interview candidates will be required to complete a criminal conviction declaration under the Rehabilitation of Offenders Act 1974, usually if invited for interview. Positions are subjected to the declaration is being completed.
- 13 Many of our positions are conditional on a Disclosure Scotland check being obtained.
Further information on applying for the correct level is provided to the successful candidate.
- 14 When sending your application as a word document, please ensure you add an electronic signature to confirm the application is true and complete.