



Trainee Energy Advisor

Location: Southampton (hybrid working)

Salary (per annum): £26,250 rising to £27,000 after successful completion of 6-month probationary period

Type of opportunity: 18 months, 37.5 hours per week

Overview

As an Energy Advisor, you will deliver a range of activities, working with stakeholders across Hampshire to raise awareness of affordable warmth and energy efficiency issues. You will assist in delivering a range of our energy and fuel poverty projects. This will involve providing telephone, written and face-to-face advice on home energy efficiency, sustainability and affordable warmth, including in-depth casework for some customers. This casework will include supporting customers at risk of fuel poverty to reduce their utility bills, resolve complex billing issues, respond to heating emergencies, install energy efficient home improvements and reduce their environmental impact.

The role will also involve delivery of a range of promotional and engagement activities, working with stakeholders and communities across Hampshire to raise awareness of affordable warmth and energy efficiency topics. The post holder will be required to accurately record customer details and information on a range of activities and outcomes efficiently and diligently.

The successful applicant will be an excellent verbal and written communicator with good attention to detail. We are looking for someone who is highly organised and customer focused, with a passion for helping others.

About tEC

Established in 1993, the Environment Centre (tEC) is an independent charity that aims to help people keep warm and well in their homes, reduce carbon emissions and improve sustainability. We do this by supporting others to take action, working with individuals, community groups, charities, schools, businesses and local government. We are the trusted local centre for information and support for home energy efficiency and sustainability.

We work across Hampshire and our current projects focus on energy efficiency, affordable warmth, sustainable living and air quality. You can find out more about our work here: www.environmentcentre.com

We need

A team player with a passion for helping people. You enjoy providing information and advice on the phone, in writing and in person and excel in ensuring this is appropriate and accurate.

What's in it for you?

This is a great opportunity to work for an organisation that is passionate about helping people.

You will be given support and training on energy efficiency and affordable warmth issues and will gain qualifications such as City & Guilds Energy Awareness, Fuel Debt in the Community and Making Every Contact Count Healthy Conversations.

We offer hybrid working (a mix of office and home based), a supportive team culture and generous holiday leave.

There may be an opportunity to extend the role beyond the initial contract period; however, this will depend on funding availability, timing, and the success of the post holder in the role.

Personal specification

You are:

- Passionate about helping people and giving advice, with a confident telephone manner and a thorough understanding of the necessary attentiveness and patience required.
- Willing to learn quickly through training and shadowing colleagues.
- An outstanding communicator with excellent interpersonal skills, you are able to comfortably express yourself, and give information and guidance verbally and in writing to a variety of different audiences.
- Sensitive to different communication needs and customer circumstances, including people who may be angry or upset.
- Interested in tackling fuel poverty and encouraging sustainability.
- A conscientious organiser, able to plan and work flexibly.
- Willing to undertake routine tasks methodically, with high levels of accuracy and reliability.
- Self-motivated, with the ability to work unsupervised and as part of a team.
- Skilled in use of MS office applications including Word, Excel and Outlook.

In an ideal world, you are also:

- Experienced in giving high quality, customer focused advice in the commercial or charity sector.
- Familiar with the challenges of providing advice and support to vulnerable households.
- Well-informed on energy efficiency and affordable warmth matters.
- Experienced in home energy efficiency and affordable warmth projects or hold a relevant energy qualification e.g. City & Guilds Energy Awareness.
- Competent using CRM databases e.g. Microsoft Dynamics and remote working software e.g. Microsoft Teams.
- In possession of a clean (car) driving licence and are willing to drive to home visits, meetings and events as required.

Key responsibilities and expectations

- Providing appropriate telephone and written advice on affordable warmth and home energy efficiency matters.
- Providing face-to-face advice on home energy efficiency at home visits, appointments and outreach events, such as drop-ins and workshops or talks with community groups and frontline services.
- Supporting clients with queries, disputes and complaints relating to their utility bills; gathering and analysing relevant information, communicating with suppliers and working closely with local consumer, financial and debt advice organisations.
- Accurately recording customer details and information on advice provided and outcomes achieved.
- Monitoring and reporting on progress against objectives, using quantitative and qualitative data.
- Working collaboratively with colleagues to effectively identify and engage stakeholders in Hampshire communities.
- Contributing to tEC communications including case studies, social media and website content.
- Supporting other administrative work to contribute to overall tEC objectives as required.
- Suggesting new initiatives and approaches to further enhance our work.

Any other duties relevant to the work of the post holder may be assigned as requested by Senior Management. In addition, the post holder must comply with tEC's general expectations of all employees.

Conditions

The full-time position will require a commitment of 37.5 hours per week. There will be a six-month probationary period for this role. You will be required to work occasional evenings and weekends. tEC operates a time of in lieu (TOIL) system.

We offer a generous holiday allowance. For full time employees this is 35 days per year, which includes statutory holidays and the office closure dates between Christmas and New Year.

We will pay fees and expenses for attending training courses and any expenses incurred in the course of your work will be reimbursed in accordance with tEC's staff expenses policy.

The Environment Centre (tEC) operates a personal pension scheme.

This role is subject to an Enhanced Disclosure endorsed by the Disclosure and Barring Service.

This role is not eligible for UK Visa Sponsorship – the successful applicant will need to have a pre-existing Right to Work in the UK in order to be offered an employment contract.

Application procedure

Candidates must return a completed application form by email to jobs@environmentcentre.com no later than **5pm, Friday, 9th January 2026**. Interviews are intended to be held **w/c 19th January 2026**.

If you have not heard from tEC by 2pm on Thursday 15th January, please assume that your application has been unsuccessful.

If you need additional support through the recruitment process, please contact jobs@environmentcentre.com or call 02380 336172 to discuss alternative arrangements.