



Energy Advisor (Fixed-Term)

Oak Tree Housing Association
40 West Stewart Street, Greenock, PA15 1SH
Tel: 01475 807000

www.oaktreeha.org.uk

INVESTORS IN PEOPLE
We invest in people Silver



Our Vision

Building Better Futures

Our Values

Leadership

Accepting accountability and balancing vision with execution, leading by example and encouraging and developing the staff team to be the best they can be.

Customer Focus

When developing and providing our services, our tenants' and other customers' needs come first.

Team Working

By working together we develop our flexibility and resilience to ensure we provide a best value service to our tenants and customers.

Communication

Our communication is effective, accurate, up-to-date and easy to understand.

Respect

We treat our tenants, other customers and each other with respect and dignity at all times.

Integrity

Openness, honesty, transparency and trust are at the core of all that we do.

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Job Description

JOB TITLE:	Energy Advisor (Fixed-Term until 31st March 2028)
RESPONSIBLE TO:	Director of Housing
GRADE:	EVH GRADE 6 (PA17- PA20) Starting salary: £36,517.00 per annum
DATE REVIEWED:	March 2026

1.0 Main Objectives

- To deliver the Associations' (OTHA) Energy Support Project, funded by the Energy Industry Voluntary Redress Scheme, providing direct, practical support to households in Inverclyde, who are vulnerable to fuel poverty.
- The Energy Advisor will support households across Inverclyde, including tenants of Oak Tree Housing, Cloch Housing, Larkfield Housing and River Clyde Homes, to reduce their energy consumption, manage energy costs, and access available financial support
- Through this project, we will undertake home energy advice visits, targeting households vulnerable to fuel poverty-supporting them to make changes to address the impact energy usage has on real-life effects; improve understanding of energy usage and the impact that small scale behavioural changes can have on reducing energy usage and bills; and assisting them with dispute and/or debt resolution with energy companies. If appropriate energy advice will also be available via telephone and/or online platforms.

2.0 Main Areas of Responsibility

- To deliver the project, ensuring planning, monitoring and implementation are undertaken in line with existing protocols, the project budget and the requirements of the funder.
- To provide advice offering one-to-one, face-to-face advice, advocacy, support and information to local households.
- To undertake home energy assessments and home visits - supporting households to understand energy usage; make savings to bills, reduce carbon emissions and undertake a series of small practical solutions to reduce energy consumption.
- To assist households to better understand and plan their household budgets and identify opportunities for residents to maximise their incomes through a range of cost-saving and behavioural measures.

- Manage referrals into the project and onward referrals to relevant support services
- Maintain accurate records, for recording engagement, ensuring that it is kept up to date.
- Attend meetings, conferences, seminars, giving presentations, facilitating workshops as required.
- Collect and analyse feedback and evaluation data to measure project impact, including the development of Case Studies.
- Prepare promotional material and distribute across tenants, communities, and on our website and social media platforms.
- Produce quarterly reports for funders and the executive team.
- Engage with local organisations, local community groups and our community engagement officer to promote the project, encourage referrals and enhance partnerships.

3.0 General

- Develop strong working relationships with other colleagues ensuring collaborative cross functional working and to maximise performance and enhance service delivery.
- Undertake risk assessments for all project activities, including lone working protocols.
- Maintain up-to-date knowledge of energy advice, relevant legislation, and policy changes.
- Share best practice and ideas with colleagues to continually improve the service.
- Attend relevant meetings, forums, and conferences to build partnerships
- Liaise with external agencies to further OTHA's objectives and to promote the interests of the Association and its customers and enhance service delivery.
- Attend training courses, seminars and conferences as required.
- Assist in the implementation of the Associations Equality Policy and action plan as necessary. Promote and uphold the Associations commitment to diversity and equal opportunities in the decision and provision of services, in the procurement of services and in all policies procedures, activities and conduct.

- Promote and operate in line with OTHA's workplace values, Leadership, Team Working, Integrity, Customer Focus, Respect & Communication
- Carry out any other duties as may be deemed necessary by the Director of Housing.

Person Specification

Education, Training and Qualifications	Essential	Desirable
City and Guilds Energy Awareness L3 Award Qualification. <i>Note: It is a requirement of the funding that the postholder has achieved this Award, relevant training will therefore be provided to the successful applicant if they have not yet been accredited.</i>	√	
Skills, Knowledge and Abilities		
Up-to-date knowledge and understanding across all areas of advice provision.	√	
Experience in delivering face to face and in-home advice and advocacy.	√	
Experience in providing fuel advocacy support and advice.		√
Experience in co-ordinating an energy vouchers scheme for local people.		√
Understanding of the issues facing deprived communities.	√	
Understanding of the issues facing the communities of Inverclyde.		√
Ability to work with individuals and organisations to meet objectives.	√	
Ability to foster collective working between organisations; building and maintaining relationships with strategic partners and external organisations.	√	
Excellent verbal, written and communication and presentation skills.	√	
Good IT skills, experienced in key software packages, database management and social media.	√	
Excellent organisational skills and the ability to work with minimum supervision, manage workload, set priorities and meet deadlines.	√	
Excellent attention to detail.	√	

Strong interpersonal skills and the ability to deal with a diverse range of people.	√	
Ability to deal with information in a confidential manner and respond with sensitivity to the opinions of others.	√	
Experience		
An established track record delivering person-centred energy advice and/or advocacy support.	√	
Experience of successful project development within the voluntary / social enterprise sector.		√
Project management, including liaising with funders, reporting and budget management.		√
Experience in delivering energy advice service.		√
Experience of working across different sectors and developing links with other agencies.	√	
Experience of contributing effectively as a team member.	√	
Experience of using evaluation and monitoring tools and techniques.	√	
Delivery of effective marketing and communication to promote the project.	√	
Experience of recording detailed information.	√	
Personal Qualities		
Ability to demonstrate an active commitment towards equal opportunities and anti-discriminatory practice.	√	
Ability to think creatively.		√
Ability to inspire and motivate others.	√	
Personal resilience, self-awareness and willingness to learn and adapt.	√	
Other Requirements		
Driving license with access to own vehicle.	√	

Summary of Main Conditions

Oak Tree Housing Association is a member of Employers in Voluntary Housing (EVH) and the terms and conditions for this post follow the EVH terms. A summary of some of the principal areas are as follows:

Salary Scale:

The current salary scale for this post is EVH Grade 6 (PA17 to PA20)

Starting salary: £36,517.00 per annum

The salary is paid by direct credit transfer monthly, normally on 23rd of each month.

Contract Type:

Full-Time, Fixed Term until 31st March 2028

Hours of Work:

Normal hours of work are 35 hours per week, Monday to Friday.

****Please note the office is open to 6pm on a Tuesday and closes at 4pm on a Friday.***

Holiday Entitlement:

25 days annual leave and 15 days public holidays per annum

Place of Work:

40 West Stewart Street, Greenock, Inverclyde, PA151SH.

Pension:

Oak Tree Housing Association is a member of the Scottish Housing Association's Pension Scheme. Subject to terms of the scheme, we offer a defined Contribution scheme, with the option of an employee contribution of minimum 3% - 16%, with the OTHA contribution being 12%. Please note that life cover is included in the employer contribution.

Notice Period:

By employee: 1 month

By OTHA:

- (i) continuous service under 5 complete years ~ 4 weeks.
- (ii) continuous service of 5 years and over ~ 1 week for each complete year of service, up to a maximum of 12 weeks.

People Benefits:

OTHA currently offers an excellent working environment where we put staff health and wellbeing at the forefront.

Our People benefits currently include, Hybrid and Flexible working Policies, Family Friendly Policies, ongoing Health & Wellbeing initiatives, staff health checks (at 2 yearly intervals), support towards prescription glasses (currently £115.00) annual staff teambuilding day, EAP including a free counselling service, Professional Membership Fee's, a Learning & Development Culture, free fruit for staff delivered weekly and discounted membership to Inverclyde Leisure.

This summary is for general guidance of applicants and will not form part of the contract of employment.

Any offer of employment will be subject to the receipt of two satisfactory references.

Key Dates

Closing Date:	5pm, Monday 6 th April 2026
Interviews:	Wednesday 15 th April 2026

Please note: Only applicants progressing to interview stage will be contacted on or around the 9th of April 2026.

OTHA History

Oak Tree Housing Association Ltd was formed in April 2001 as a result of the merger of Bow Farm Housing Association and James Watt Housing Association. Victoria Housing Association then joined the new organisation at the end of June 2001. The three associations chose to come together for a variety of different reasons but primarily to create an organisation which was stronger than the sum of its parts and had an effective long-term future.

Over the years, we have successfully completed over 60 house-building projects and now have 1960 properties worth in the region of £97m. Around 83% of these new homes were provided for social rent, with the remainder offered for low-cost home ownership and outright sale on a shared equity basis. We have also invested in making our neighbourhoods attractive places to live, and 82% of our tenants are satisfied with our approach.

We have a track record of delivering highly effective and innovative services. We always strive to achieve a balance between quality and value for money, offering some of the lowest rents in Inverclyde. Nearly 80% of our tenants tell us they are satisfied with the value for money of their rent, and almost 90% of new tenants sustain their tenancy. We have high levels of operational efficiency as evidenced by relatively low re-let times, arrears and bad debt ratios.

We have grown our services over the years to reflect the changing needs of our local community. This has included for example: purpose-built accommodation for a local Women's Aid service; partnering to deliver a local employment and training projects; establishing the Inverclyde Common Housing Register; engaging specialist tenancy support services for our most vulnerable tenants; employing Energy Activators to deliver energy advice and resource efficiency tips to tenants; and providing our tenants with access to local, independent welfare rights, advice and support.

In 2013, following significant financial and governance concerns at locally based Cloch Housing Association, we entered a formal partnership arrangement with Cloch and formed a group structure whereby Cloch became our subsidiary.

In 2019, as part of our Group business planning process, we took the opportunity to review the effectiveness of the partnership and following a comprehensive option appraisal, both Management Committees decided unanimously that it was now the right time to dissolve the partnership and allow each organisation to pursue its own

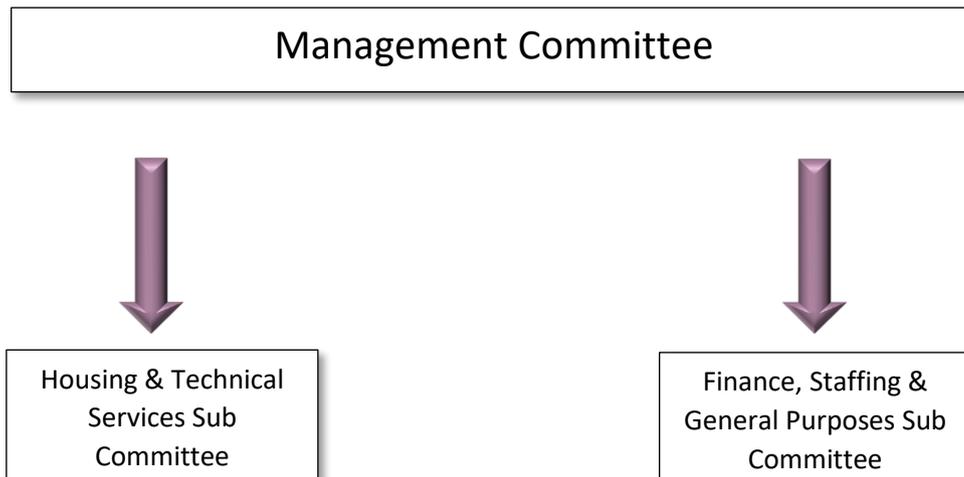
goals. This decision was later ratified in a ballot of Cloch's tenants, and our group structure was dissolved at the end of 2020/21.

As a result of our working relationship, we will continue to consider joint procurement projects, undertake joint research and deliver projects together, where these initiatives will result in improved efficiencies and better outcomes.

Whilst latterly we developed a shared services model for Finance and IT services, this ended on 28th February 2022. IT services continue to be provided to OTHA until 31st March 2026 from Cloch, via a Service Level Agreement.

Committee & Staffing Structure

The Association is managed by a Committee of Management made up of 11 members (maximum of 15) and operates currently through two sub-committees as follows:



All sub-committees meet on a quarterly basis.

Staffing Structure

Information on our staffing structure can be found here:

<https://oaktreeha.org.uk/Staff/>



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