

Work with us

Role: Energy Advice Caseworker



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Salary: £ 23,500 per annum

Hours: 37 hours per week

Contract: Fixed Term until March 2026 with possibility of an extension.

Location

A mix of office, outreach and home based working across the districts of Stafford Borough, Cannock Chase and South Staffs.

The Role

We are looking for an Energy Advice Caseworker to join our Energy Advice Team and provide assisted action and support to help clients reduce their energy bills, maximise income while supporting with wider advice issues.

You will have:

- The ability to commit to and work within the aims, principles and policies of the Citizens Advice service.
- Good understanding of issues relating to the current energy crisis.
- A working knowledge of energy tariffs, warm home discount and Priority Service Register.
- A broad understanding of the advice area.
- The ability to work to targets.
- Support the team with outreach and community based activities.
- Some experience of delivering information to external groups.
- Be computer literate.
- Essential to have a vehicle as outreach travel will be required.
- Essential training will be provided for the successful candidate.

What's in it for you?

Working for a well respected charity that makes a real difference to people's lives. The role provides a unique insight into the issues facing our local communities and being a part of improving local people's lives is very rewarding.

We truly value our colleagues - and we show that in what we offer. This includes hybrid working arrangements and generous leave entitlement including bank holidays, free parking at some offices and the opportunity to enrol in a workplace pension scheme with NEST. We also offer great learning and development opportunities.

What are we looking for?

We want to work with people who are passionate about giving an effective service to those most in need.

You will be a highly motivated strong team player with excellent interpersonal skills. People are our biggest asset, so we build our jobs around you.

To take up this post you must have the right to work in the UK. Please note that Citizens Advice Staffordshire South West does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

How to apply

For further details and to download a job pack, please see

www.citizensadvicessw.org.uk/work-with-us/

Send your CV to recruitment@citizensadvicessw.org.uk

Closing Date: 12 noon 12th September 2025

Interviews will be held in person: week commencing 22nd September 2025

If you like working in a dynamic, diverse and friendly environment to support the local community, we would love to hear from you.