



Change our world for the better. Change yours too.

Energy Advice Officer

Fixed term to 31st January 2027 | Salary: £29,465 | 35 hours per week | Based Forth Valley & The Loch Lomond and Trossachs National Park area

Interested in joining us? Fantastic!

Let us tell you what we're about, what we can offer, and what we're looking for.

If it sounds like you (and you like the sound of us), then tell us more about yourself: email us your CV and attach a short covering letter (500 words max) explaining why you'd like to work for us and what you'll bring to the role. Email us at, info@felscotland.org

Applications close Midnight 29th of September. Interviews will be held between 9th to the 15th of October.

Who we are

At FEL Scotland, we help people, their communities, and the planet thrive.

We believe powerful change is possible—and each of us has a role in making it happen. From bikes to local food to reuse to renewable energy, our projects show how everyday action adds up to big impacts.

Our approach is simple but effective:

- **Design** solutions with communities,
- **Test** what works in practice,
- **Scale** impact by sharing, replicating, and influencing policy.



Visit our website to learn more about us [FEL Scotland](#)

What we offer

- Competitive salary and attractive pension scheme
- Up to 35 days annual leave including bank and public holidays
- Flexible and hybrid working
- Generous family-friendly policies
- Professional development and training
- Volunteering opportunities and team days
- Access to cycle-to-work scheme, counselling services, and wellbeing support

(See appendix 1.0 for full staff benefits.)

What you'll do

As our Energy Advice Officer, you'll work with FEL colleagues to help community organisations, Volunteers and Householders to take part in energy saving activities, to help improve energy efficiency, thermal comfort and adapt to the climate emergency and take local action to mitigate its effects. You'll be responsible for improving energy expertise among current and future community leaders, and for helping them build local engagement around the issue, particularly in areas where it's currently low. You'll help them communities create energy saver plans and then gather the evidence and build the networks they need to attract investment and resources to deliver them. You will help householders improve energy efficiency by home visits, phone/in person advice.



You'll work closely with the FEL Communications team to raise awareness and understanding of the climate and nature emergency, related to energy themes and to grow our FEL membership. You'll then help our members advocate effectively for climate action and amplify the voices of their communities in pushing for change specifically relating to energy themes. You'll also be involved in recruiting, retaining and supporting volunteers, and will manage up to 15 of them directly.

The role is based at our main Stirling offices but there will be potential for home working and some need to visit our hubs across the Forth Valley. You'll also need to be able to work evenings and weekends from time to time. Please note that this role includes providing householder advice in their homes and so requires a full clean driving licence.

See the full job description in appendix 2.0

What we're looking for

We're a diverse bunch at FEL and welcome applications from people of all backgrounds. What we all have in common, though, is a commitment to changing lives and protecting the planet. So, we're looking for someone with that same determination to make a difference and who shares our values too – we're grounded and practical, creative and influential, collaborative and connected.

This is a key role for us, so you'll need at least three years' experience in energy advice work, as well as good knowledge and experience of the community and voluntary sectors, and the climate and nature emergency. If you can add renewable energy skills or managing volunteers to that list, even better.

We'll want you to be an excellent communicator and super-organised, great at planning and at managing relationships too. Solid IT skills and knowledge of Microsoft Office programs are another



must, and you'll need to be able to work flexibly, to tight deadlines and both on your own initiative and as part of a team.

Enthusiasm and commitment are essential to every role at FEL, and we're also looking for decision makers, problem solvers and creative thinkers who are energetic, pro-active and always happy to get their hands dirty – often literally!

We expect all employees and volunteers to share FEL's commitment to safeguarding and promoting the welfare of children and vulnerable adults.

This role requires a level 1 Disclosure Check

See the full person specification in appendix 3.0

What next?

If this sounds like you – and you like the sound of us – then please apply: **email us your CV and in a word document explain why you'd like to work for us and what you can bring to the role (500 words max)**. Email us at, info@felscotland.org

Applications close Midnight 29th of September. Interviews will be held between 9th and 15th of October.

If you'd like to chat about the role or how your skills and experience might fit, then do get in touch: email joec@felscotland.org to arrange a time to talk.

FEL is an Equal Opportunities Employer and a Registered Charity. We promote equality, diversity and inclusion in our workplace and actively encourage applicants from all backgrounds to apply for vacancies. We are particularly keen to hear from ethnically diverse and disabled candidates, who are currently under-represented in our workforce.

Appendix

1.0 Full Staff Benefits



We want our people to have good work-life balance, and that they enjoy work and continue to develop, so we offer:

Leave & Flexibility

- 20 days annual leave and 10 days paid Bank and Public holidays, plus one extra day for each year of service up to 5 years (max 35 days total). (Pro-Rata)
- Hybrid and flexible working hours, including walking meetings.
- Generous family-friendly policies including enhanced maternity, paternity, adoption, parental bereavement, and compassionate leave.

Pay & Pensions

- Competitive salary.
- Pension scheme with 5% employer contribution.

Health & Wellbeing

- Access to counselling services and wellbeing support.
- Inclusive workplace culture, with active work on equality, diversity, and inclusion (e.g. participation in the Rainbow Mark initiative).

Growth & Development

- Personal and professional training opportunities
- Quarterly team development days.
- Support for volunteering: up to 2 days paid leave annually for voluntary activities.
- Personal Development Plans and access to in house mentoring & support

Practical Perks

- Cycle to Work scheme (up to £1,500).
- Access to qualified bicycle mechanics for staff and families.
- Quality protective clothing and equipment provided where needed.
- Access to home energy advice, climate literacy, and active travel support



2.0 Full Job Description

Key Role Objectives

- To deliver energy advice for FELs Community Energy Empowerment Programme for which the post holder has responsibility, achieve outputs and outcomes as agreed with project funder.
- Provision of in depth one to one energy casework support for householders referred through the FEL's phone, email or via referrals from Volunteer Energy Activators (Community Volunteer) or Community Partners.
- To identify opportunities to deliver energy presentations to community groups and the subsequent delivery of the presentations.
- Adherence to all call quality standards and all compliance requirements.
- Resolve or escalate individual queries in line with internal processes. Referral to partner agencies such as Home Energy Scotland.
- To update and maintain appropriate household records and necessary data using client management systems to ensure the progress of work towards project targets is monitored and that project outcomes are fully recorded.
- Undertake and record all follow up work to ensure all necessary actions are completed for recorded queries.
- Work with Project Coordinator and team to delivery outputs and outcomes
- Maintain knowledge and understanding through a commitment to on-going development and learning.
- to a wide range of stakeholders, but in particular communities, on climate action.
- Directly responsible for working with community organisations, to improve energy literacy, in emerging or current community leaders.
- Recruit, induct and train Volunteer Energy Activators VEAs whom support energy saver plans within communities, help develop and support the VEA's.



- Directly responsible for helping communities especially those who have spaces (e.g. community hall) to develop organisational energy saving plans and support them to deliver these.
- Directly responsible for helping communities gather community energy engagement and data to provide evidence to garner investment, resources, support and collaboration to deliver their climate actions.
- Help to develop package of energy related tools & guides to be shared via FEL's library for example Thermal Imaging Camera
- Help to deliver training, capacity building and networking opportunities.
- Increase Community led Climate Action in the Forth Valley and National Park region.
- To contribute to the delivery of other FEL work programmes and projects as may be required.
- Any other duties that may be agreed from time to time.
- Communicate effectively

Organisational Responsibilities

- Maintain a safe working environment ensuring your own personal safety and the safety of others.
- Act as an ambassador for the organisation
- Always promote and present the organisation in a positive manner.
- Ensure consistent branding across all FEL communications.
- Provide regular appraisal of project deliverables, attend project team meeting and full team meeting, preparing feedback.

3.0 Full Person Specification

Qualifications

- Three years' experience in energy advice work or equivalent (E)



- City and Guild Energy Awareness Level 3 or equivalent. (E)
- Full Clean Driving Licence(E)

Knowledge/expertise

- Knowledge of the Community and Voluntary sectors (E)
- Knowledge of Energy Advice and Energy Efficiency (E)
- Knowledge and experience of climate and nature emergency (E)
- Knowledge and understanding of the benefits system and eligibility criteria for applying(D)
- Knowledge and experience of completing funding applications for energy related funding initiatives
- Knowledge and experience of Carbon/Ecological Footprint or utilisation of comparable tools, for example financial budgeting (D)
- Knowledge of Thermal Camera, and useful technology (D)
- Volunteer management experience (D)
- Community energy fundraising experience (D)

Skills/abilities

- Excellent interpersonal skills (E)
- Excellent verbal and written communication and interpersonal skills (E)
- Ability to explain technical or billing information in a simple straightforward manner to a diverse range of householders(E)
- Experience and understanding of working with people in fuel poverty(E)
- Operating and utilising Thermal Imaging Camera (D)
- Use of Microsoft Office packages: Access; Word; Excel; Publisher and Outlook (E)
- Understanding of computer software programs and excellent IT knowledge and skills including networking, databases, email etc (E)



- Understanding of and ability to develop and work with policies and procedures of an organisation (E)
- Proven project organisational skills, planning, strong ability to multitask (E)
- An ability to prioritise, plan and organise work in a busy environment (E)
- Willingness to work flexibly in response to changing organisational requirements (E)
- Able to work under own initiative and as part of a team (E)
- Able to deliver outcomes within a timeframe (E)
- An understanding of health and safety issues in the workplace (D)
- Ability to promote services using a range of tools including web-based (E)
- Experience of monitoring & evaluation and reporting (D)
- Awareness of the provisions of the General Data Protection Regulation and be able to apply these within the organisation (D)

Personal attributes

- Enthusiasm and commitment (E)
- Communicate with empathy (E)
- Able to make decisions (E)
- Problem solver with a hands-on approach (E)
- Flexibility (E)
- Energetic and proactive (E)
- Creative thinking and foresight (E)

E = Essential D = Desirable