



Energy Adviser

Location: Based across our offices in Mold and Connah's Quay, with regular outreach sessions at community locations throughout Flintshire (hybrid working available after probation)

Salary: £28,137 – £30,639 per annum

Hours: 37.5 per week (full-time)

Contract: Fixed Term (2 Years)

Application deadline: 12 midnight, Sunday 4th October 2026

Expected Interview Date: 15th or 16th October 2026

The full job description can be found via a link near the top of the [job application form](#).

As well as the application form, please submit your CV to: recruitment@flintshirecab.org.uk

Are you passionate about helping people take control of their energy costs?

We're looking for an experienced, confident and empathetic adviser to join our team as an **Energy Adviser**. In this role, you'll help clients cope with rising energy costs, fuel debt, and the wider cost of living, giving them the knowledge and confidence to manage their energy use, access available grants, and deal confidently with their energy suppliers.

About Citizens Advice Flintshire

Citizens Advice Flintshire (CAF) is a trusted local charity that's been helping people since 1964. We support over 9,000 people each year on issues including benefits, debt, housing, employment, immigration and discrimination. In 2024 alone, we helped clients with over 50,000 problems.

With offices in Mold and Connah's Quay, plus outreach locations and digital advice channels, we're proud to serve our community with integrity, empathy, and professionalism.

About the Role

As an **Energy Adviser**, you'll provide one-to-one energy efficiency advice, income maximisation, and fuel debt assistance to people across Flintshire.

Your work will include:

- Advising clients on energy-saving methods, bill clarification, energy grants and rebates, meter issues, switching, and energy efficiency
- Advising on benefits eligibility, referring to our benefits team where appropriate
- Advising on energy debts and energy trust fund schemes, referring to our debt team where appropriate
- Referring clients to our generalist advice team or other specialist teams when they have other issues
- Attending community events and outreach locations to deliver presentations and drop-in advice
- Recording advice sessions accurately and managing your own caseload
- Working towards a full Adviser role, including completing the NEA Level 3 Award in Energy Awareness

What We're Looking For

We'll support you with full training, what matters most is your commitment to helping people and your willingness to learn.

You'll be a great fit if you:

- Have experience providing advice to people on energy
- Are **genuinely committed** to helping people, and understand why accessible, impartial advice matters in communities like ours
- Treat every person fairly and with respect, regardless of their background or circumstances
- Show **empathy and patience** with clients in difficult situations, while keeping healthy professional boundaries
- Listen carefully, ask the right questions, and understand what someone really needs
- Manage the emotional impact of difficult cases and **stay professional under pressure**
- Can work **independently** and manage your own caseload

- Are willing to negotiate with third parties when required
- Communicate confidently across different channels, including email, phone, and in person
- Are willing to work across our offices in Mold and Connah's Quay and at outreach locations throughout Flintshire

What We Offer

- 33 days holiday pa (pro rata), plus the option to purchase additional leave
 - 5% matched pension contribution
 - Hybrid working available after a successful probation period
 - Comprehensive training, including the NEA Level 3 Award in Energy Awareness
 - Friendly, supportive, and inclusive team environment
 - The chance to make a meaningful difference in people's lives
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How to Apply

Thank you for your interest in working for Citizens Advice Flintshire

Please complete all the questions on the [application form](#) and also submit your CV via email to: recruitment@flintshirecab.org.uk giving your name and the job you are applying for in the subject header.

Both the application form and your CV must be submitted for your application to be considered.

If you have any difficulties completing this form or have any accessibility requests please contact us on 01352 706840.

At Citizens Advice Flintshire, we are committed to equity, inclusion and diversity. We particularly welcome applications from disabled people, Black, Asian and Minority Ethnic candidates, and others underrepresented in our workforce.