



**Energy Advisor
Parkhead Housing Association**

Application Pack



WELCOME

Thank you for your interest in Parkhead Housing Association Ltd.

This pack explains a bit about who we are, what we need from you and what you need to do to apply.

Our values shape how we act, our decisions and the services we provide. Our employees and Board share our values that put our customers at the centre of our service delivery.

We recognise that our employees are key to the successful delivery of our services. As we really care about our employee's wellbeing we offer a healthy work/life balance through many benefits, one of which is hybrid working, this has been well received and appreciated by our employees.

We are an equal opportunities employer and positively encourage applications from suitably qualified and eligible candidates regardless of sex, race, disability, sexual orientation, age, or religion or belief.

We are committed to achieving high standards of quality in recruitment and to ensuring that our appointments are made solely on the basis of merit and that you are treated in a fair and equitable manner.

We look forward to receiving your application.

Aileen McGuire
Chief Executive Officer

About Us

Parkhead Housing Association based in the East End of Glasgow was established in 1977. We are a registered social landlord and a society under the Cooperative and Community Benefit Societies Act 2014. We are also a registered Scottish charity.

Parkhead Housing Association acts as the parent organisation of a group structure. There are currently two subsidiaries in the Group, Parkhead Development Company and Parkhead Lettings Company. Parkhead Development Company began trading in October 2016 and provides estate management and close cleaning. Currently the subsidiary's only customer is Parkhead Housing Association, but this may change over time as our subsidiary grows its customer base. Above all our subsidiary aims to create long term sustainable job opportunities for the area.

The Board of Parkhead HA retains overall responsibility for the strategic direction and control of the Group and our Chief Executive acts as Group Chief Executive. We have formal agreements in place which sets out our relationship with our subsidiaries. In its role of setting policy direction the Board of Parkhead HA also identifies which policies and strategies apply to the Group as a whole.



Our Track Record

Over the past 45 years, Parkhead HA has grown into a highly successful social landlord and provider of crucial community services. We now own and manage over 1700 homes, 16 commercial units and stores including our own offices, Parkhead Schoolhouse, The Drill Hall Pantry, and several homes and hostels leased to partners to provide specialist and supported accommodation. We have a comprehensive asset management plan in place ensuring that our assets are well looked after and remain fit for purpose.

We have successfully used our role as a housing developer not just to increase the supply of affordable housing but also to redevelop waste land and gap sites, to acquire and repair poorly maintained tenements, and to work alongside partners such as Glasgow Buildings Preservation Trust and the Townscape Heritage Initiative to protect and conserve Parkhead's important heritage.

We provide a range of housing tenures including shared ownership and mid-market rent (via our subsidiary). We have also responded to the changing needs of our customers as well as the changing funding priorities and have moved to a retirement housing model.

Today we have an annual turnover nearing £10m and a strong balance sheet. We perform well across all key performance indicators and manage our risks well. We provide a wide range of specialist services including our highly successful Welfare Rights service, as well as cost effective factoring services to over 300 owners.

Over the years we have supported many local groups and projects including bringing the Drill Hall Pantry to Parkhead, a vital service to our community. We also have strong working relationships with a number of local organisations including Parkhead Youth Project, Playbusters, Menself, Geezabreak, Glasgow East Foodbank and many more.

We take our role as an employer very seriously and the culture of our organisation is always at the forefront of our strategic aims & objectives. We are fully committed to investing in training and education of our employees and this is reflected in our training plans and budgets.

We have a strong and effective Board recruited from the local community. We have strengthened our governance over the years and our Board takes seriously its responsibilities of ensuring its policies and practices comply with, and often exceed, current standards and good practice. In the last few years we have co-opted additional Board members where we recognised the value in bringing some additional specialist skills on to the Board.

We are proud of our achievements and remain ambitious to do more.



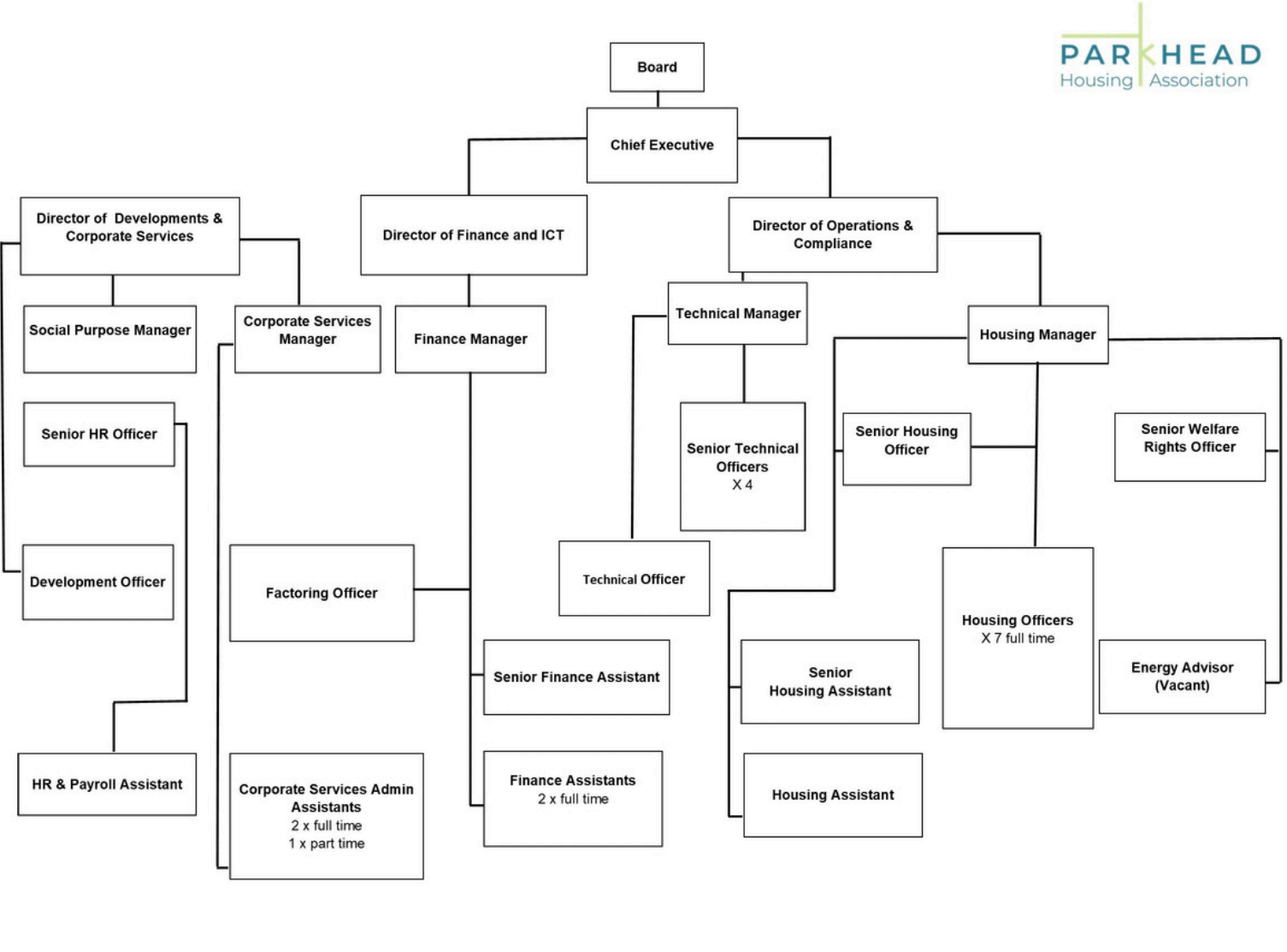
Our People

We recognise our staff to be our key asset to the successful delivery of our business plan. We care about our staff's wellbeing and want to foster a healthy work life balance for our staff team. This is particularly prevalent just now as we offer our staff team a hybrid working option which continues to be well used and appreciated across the board.

We encourage and support staff in reaching their own personal potential. We offer employees personal development and training opportunities as well as providing mentoring and job shadowing to facilitate succession planning within our organisation.

In order to ensure continuous improvement to our customer service we carry out annual Personal Development Reviews with staff to identify skill gaps and to recognise individual performance.

Organisational Chart



Our Mission Statement

We aim to be an excellent landlord and factor providing good quality affordable homes within the Parkhead area and its wider community. We promote the involvement of our stakeholders in our decision making so that we can be sure that our services meet their needs.

We work with the community and other partners to improve Parkhead as a place in which to live and we seek to play a significant role in the regeneration of the physical, economic and social life of Parkhead.

our core values



Community Centred

We ensure that the focus of our work meets the needs and aspirations of the Parkhead Community.



Service Excellence

We always provide the best possible level of services to all customers at all times.



Integrity

We are open and accountable, respect others and behave in a professional and ethical manner at all times.



Partnership

We work with others to improve services and improve the daily lives our residents and other stakeholders.

We are full members of Employers in Voluntary Housing (EVH)

Why work for us?

We're members of Strathclyde Pension Scheme.

Generous holiday allowance of 40 days (including public holidays)

Commitment to staff wellbeing including free flu vaccinations and free access to Employee Support Service

We offer hybrid working which allows for a better work life balance

Job: Energy Advisor
 Grade: EVH Grade 6, PA17 - PA20
 Salary: £36,517 to £39,921
 Contract: Fixed Term for 2 years
 Hours: 28 hours per week (days to be agreed)
 Closing Date: Friday 16th October 2026 at 3.30pm

Established in 1977 as one of Scotland's first community-based Housing Associations we have a strong track record of fantastic work in the local community. We now have a housing stock exceeding 1700 units across a wide range of types and ages.

The group comprises of Parkhead Lettings Company, Parkhead Development Company. We have also refurbished Parkhead Schoolhouse along with the outbuilding which is now 'The Pantry'. The Schoolhouse facilitates the community and local businesses.

We are positioned close to the 2014 Commonwealth Games Village, Celtic Park and the Emirates Arena. The centre of our community is Parkhead Cross which is a conservation area hosting a number of listed buildings.

We are seeking to appoint a dedicated Energy Advisor on a fixed-term contract for two years. This role will play a vital part in supporting tenants across Parkhead, a community experiencing high levels of deprivation and fuel poverty.

The service will be rooted in the community, accessible to all, and focused on practical, long-term solutions that help residents take control of their energy use and costs.

About the Role

The Energy Advisor will provide tailored energy advice, advocacy, and hands-on support to help residents reduce energy consumption, address and resolve fuel debt, secure fixed rate energy tariffs with supplier to mitigate their energy costs and strengthen long term financial and energy resilience.

You will work closely with internal teams and local partners to ensure a coordinated, inclusive service for all residents, regardless of tenure.

We welcome applications from candidates with experience in energy advice and/or advocacy services. To be considered for this role, you must hold a City & Guilds Energy Awareness Level 3 Award and have experience of providing face-to-face advice and in-homes. You will also have excellent verbal, written and interpersonal communication skills, together with a strong understanding of the challenges faced by communities experiencing deprivation.

If you are passionate about supporting communities, tackling fuel poverty, and making a meaningful difference, we would be delighted to receive your completed application.

We offer full EVH terms and conditions of employment, including a Strathclyde Pension Fund Career Average Pension Scheme to the successful candidate.

Please click here to download an application pack www.parkheadha.org.uk and email your completed application to pharecruitment@parkheadha.org.uk

CVs will not be accepted all applicants must complete the application form to be considered.

Parkhead Housing Association Ltd aims to be an Equal Opportunities Employer with an Equality and Diversity Policy in place and welcomes applications from all sections of the community.

Closing Date: Friday 16th October 2026

Interviews: Monday 26th October 2026





SUMMARY TERMS & CONDITIONS – ENERGY ADVISOR

Parkhead Housing Association operates the following principal conditions of service:

Grade	EVH Grade 6 , Points PA17 to PA20
Salary	£36,517 - £39,921 (pro-rated)
Contract Duration	Fixed Term for 24 months
Hours	28 hours per week (Hybrid Working)
Place of Work	Parkhead Housing Association John Ferguson House, 40 Helenvale Street, Glasgow, G31 4TF
Holiday Entitlement	40 days per annum (including 15 public holidays) (pro-rated)
Sickness Benefit Scheme	As per EVH Terms and Conditions
Pension	Strathclyde Pension Fund (SPF) Career Average scheme
Notice Period	1 months
Salary Payment Date	25th of the month
Professional Fees	One set of relevant professional fees will be paid annually
Travel	Mileage will be paid for travel in connection with the Associations business



JOB DESCRIPTION

PRINCIPLE RESPONSIBILITIES

The Energy Advisor will provide tailored energy advice, advocacy, and hands-on support to help residents reduce energy consumption, address and resolve fuel debt, secure suitable energy tariffs with suppliers to mitigate energy costs, strengthen their long-term financial and energy resilience, and sustain their tenancies.

RELATIONSHIP/POSITION IN THE ORGANISATION

Team: Housing Services

Line Manager: Senior Welfare Rights Officer

Directorate Responsibility: Director of Operations and Compliance

CORE OBJECTIVES

Actively promote the Equality Policy in all aspects of the job role as it relates to colleagues, tenants, service users, contractors, consultants and external agencies.

Compliance with all the Association's policies and procedures.

Actively promote a culture that underpins the Association's values that is instilled both in the decisions made by and the behaviours of all colleagues and individuals who represent the Association.

Commit to training and skills development.





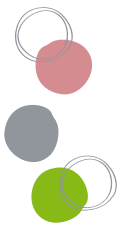
MAIN TASKS

- Deliver face-to-face energy advice appointments at Parkhead Housing Association, with home visits for the most vulnerable.
- Work with the existing Welfare Rights Service to support income maximisation.
- Attend new tenant visits in conjunction with Housing Officers to support with start-up of energy accounts, provide advice on consumption and energy efficiency regarding heating and ventilation.
- Work closely with the technical team to identify tenants with capped supplies to assist in restoring gas supply to improve energy efficiency of homes.
- Liaise with the Technical and Housing Teams on energy efficiency measures e.g. insulation, inefficient heating systems, etc, or where fuel poverty contributes to property conditions.
- Develop relationships with local community partners.
- Provide telephone and email support, including follow-up consultations.
- Support residents to understand utility bills, switch tariffs, and access support schemes.
- Advocate for clients in dispute or debt with utility providers.
- Assist households to plan budgets and identify opportunities for cost-saving and behavioural changes.
- Develop and deliver energy workshops/ training/ campaigns/ events for the local community.
- Manage referrals into the project and onward referrals to relevant support services.
- Maintain accurate records using the Advice Pro software, ensuring all interactions and outcomes are logged.
- Collect and analyse feedback and evaluation data to measure project impact, including the completion of Case Studies and funding schedules.
- Produce monthly reports for funders and Management Committee.
- Contribute to project promotion through Housing Association newsletters, social media, and community engagement.
- Provide advice on reducing energy consumption and managing bills.
- Support tenants and residents to switch energy supplier and understand energy usage and statements.
- Identify a range of measures to help vulnerable tenants mitigate fuel poverty.
- Collaborate with energy suppliers and other agencies to support tenants and residents with energy matters.
- Source funding opportunities for energy services.



Other Duties

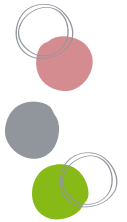
- Ensure compliance with Parkhead Housing Association's policies, including GDPR, safeguarding, and health and safety.
- Undertake risk assessments for all project activities, including lone working protocols.
- Participate in relevant meetings, training, and professional development.
- Undertake such other duties and responsibilities as are specified by your line manager and which are commensurate with the level of the role.
- Participate in promotional, marketing and community events relating to the Association's work.
- Be committed to their own professional and personal development to meet the needs of the role and the Association.
- Demonstrate commitment to the Association's Equal Opportunity & Diversity Policy and codes of practice.
- Attend meetings at evenings or weekends, as required in relation to your role and the Association's work.

PERSON SPECIFICATION**ENERGY ADVISOR**

<u>Education Qualifications</u>	<u>Essential</u>	<u>Desirable</u>
City and Guilds Energy Awareness L3 Award Qualification.	✓	
<u>Experience</u>	<u>Essential</u>	<u>Desirable</u>
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.		✓
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.	✓	

Knowledge	<u>Essential</u>	<u>Desirable</u>
Up-to-date knowledge and understanding across all areas of advice provision.	✓	
Understanding of the issues facing deprived communities.	✓	
Understanding of the issues facing the communities of Parkhead.		✓
Understanding of the energy issues facing residents in tenemental properties, including pre-WW1 and conservation area properties.		✓
<u>Skills and Abilities</u>	<u>Essential</u>	<u>Desirable</u>
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.	✓	
Ability to develop and deliver energy workshops/training/campaigns/ events for the local community.	✓	
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.	✓	
Good 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.	✓	

<u>Personal Attributes</u>	<u>Essential</u>	<u>Desirable</u>
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.	✓	
<u>Other Requirements</u>	<u>Essential</u>	<u>Desirable</u>
A Disclosure Check will be undertaken for this role. The cost will be met by Parkhead Housing Association	✓	
Ability to work evening and weekends on a flexible basis (with time off in lieu).	✓	
Driving license with access to own vehicle.		✓



Application Process

For further details and how to apply online visit
www.parkheadha.org.uk/vacancies



You should complete all sections of the application form and you will be required to demonstrate how you meet the essential job requirements to be considered. Please note that CV's and additional material will not be considered.

Late applications will not be considered. Applications submitted by email will receive an acknowledgement by return.

Applicants with a disability are welcome to contact us to discuss any adjustments you may require.

Completed applications must be returned by 5pm on Friday 16th October 2026

Interview Date: Monday 26th October 2026



EQUAL OPPORTUNITIES

It is Parkhead Housing Association Ltd policy that all recruitment decisions will be based completely on the merits and abilities of candidates alone and no other criteria will be used. In order to achieve this, equality and diversity practices will be integrated into every stage of the recruitment and selection process.

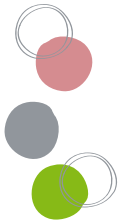
A fair recruitment process will remove barriers to the employment of people of different backgrounds. This will enable Parkhead Housing Association Ltd to recruit from the widest pool of talent, potentially raising the standard of their intake and therefore increasing the opportunity of a more diverse workforce which reflects the community it is serving. A more diverse workforce will improve Parkhead Housing Association Ltd service delivery, as it will include staff with more knowledge and experience meet and aid in meeting the needs and aspirations of service users and potential service users.

To highlight Parkhead Housing Association Ltd commitment to promoting equality and diversity from the beginning of the employment relationship, all vacancies will be aimed at as wide a group as possible and any advertisement for a vacancy within Parkhead Housing Association Ltd will state that an equality and diversity policy is in place.

The information contained in the advert and all vacancy literature will be clear and accurate to attract the most appropriate candidates from all groups across society, to allow them to decide their own suitability for the vacancy and whether they wish to proceed with applying. For those that wish to apply Parkhead Housing Association Ltd will ensure that all applications will have clear instructions for completion and application forms will be free from personal questions that are not relevant to the vacancy and that may lead to discrimination.

Parkhead Housing Association Ltd will ensure all staff involved at any stage in the recruitment and selection process will receive equality and diversity awareness training. This will ensure that those involved in the recruitment process will not discriminate either knowingly or unknowingly by asking any questions which may lead to discrimination.





Guidance Notes on completing the Application Form

Where possible, applications should be completed on-line.

Please do not send in your Curriculum Vitae as this will not be accepted.

Our Person Specification lists the minimum essential requirements for this post. When shortlisting for interview, the selection panel will only consider the information contained in your application form. You will be required to demonstrate how you meet the essential criteria to be considered for the post.

The selection panel will not make assumptions about the nature of work from a list of job titles. It is not enough to state you meet the essential requirements, you must demonstrate how you meet them to the panel with examples. Life experiences and skills, as well as work experience may be used. Interviews will only be offered to candidates who are the best fit to the post as well as meeting all the essential criteria.

If you are shortlisted for interview, the selection panel will discuss the areas covered in the Person Specification in more detail.

All personal details will be removed, and applications will be anonymised for the shortlisting process. Candidates must declare if they are related to any members of staff or board members on their application form.

We strive to be an inclusive organisation and encourage candidates with disabilities to contact us if there are any reasonable adjustments/assistance we can provide to enable an application.

Our equal opportunities monitoring information is kept separately and does not form part of the selection process.

All interview candidates will be required to complete a criminal conviction declaration under the Rehabilitation of Offenders Act 1974. Positions are subject to the declaration being completed.

When sending in your application as a word document, please ensure to add an electronic signature.

