

Bernicia Group Role Profile

Title: Decarbonisation Support Advisor

Reporting to: Decarbonisation Programme Manager

Date: June 2026

Purpose

To have a key role in helping to deliver Energy Efficiency Decarbonisation improvements to a wide range of customers' homes.

To deliver advice to Bernicia customers in accordance with PAS2035:2023, to ensure that the process and energy efficiency measures are understood.

To consult with different departments across Bernicia such as our Asset, Property, and Housing teams, along with contractors and other stakeholders to ensure effective communication and liaison for customers so that any questions, concerns, or issues can be managed and resolved swiftly to customer satisfaction.

To work directly with customers and suppliers to design and deliver changes that will make a real difference at the front line of climate change, while also bringing direct benefits to our customers by providing warmer or more energy efficient homes.

To support the Strategic Decarbonisation Manager and/or Decarbonisation Programme Manager in their management of Heat Network, Environmental Sustainability and utility supplier contracts as required.

To be an enthusiastic colleague, committed to providing advice to customers following installation of energy efficiency measures on how to operate a home in an energy efficient way, and helping our customers access the most appropriate energy tariffs.

Accountabilities

Operational

To ensure effective consultation to Bernicia customers, in accordance with PAS2035:2023 (or future iterations) pre/during/post installation of energy efficiency/decarbonisation measures. Providing appropriate and bespoke retrofit and decarbonisation advice keeping customers engaged throughout the process and obtaining necessary relevant information.

Visit customers in their homes pre installation of energy efficiency measures to explain the planned measures, their benefits, potential savings, how energy can be reduced further/how to use efficiently and the decarbonisation process.

Consult with Retrofit and decarbonisation installer(s) to provide coordinated advice to customers to reflect the energy efficiency measures installed and their intended outcomes, at the time of or shortly after handover of the completed installation. By visiting customers home and providing the necessary support and reinforcing

information previously provided, building on the information of the systems given by the retrofit installer, ensuring Bernicia customers understand how to use the systems efficiently and that the advice you provide allows them to reduce their energy consumption further, whilst also resolving any concerns that they may have.

Advise customers on energy tariffs, including special tariffs for different energy meters and systems. Speaking to the utility company on behalf of the customer with their permission where required.

Consult with relevant inhouse teams and external Retrofit Coordinators, Retrofit Assessors, Retrofit Installers, where appropriate to support the delivery of decarbonisation projects.

Visiting customers in their homes to provide the necessary support post installation, reinforcing the information previously provided and building on the explanations of the systems given by the contractor, ensuring tenants understand how to use the systems efficiently and effectively, with support over the initial period and feeding back and resolving any concerns they may have.

Holding customer engagement events to ensure buy in to the proposed works, and general education around fuel switching and other relevant energy or environmental advice.

Overall customer liaison and engagement around asset decarbonisation, including Energy Performance Certificates, Retrofit Assessor and Coordinator surveys and ensuring relevant information is gathered to satisfy funding requirements.

Working closely with Installers Tenant Liaison Officers, to provide the link between Client and Contractor, assisting in resolving any customer issues, and consulting with Housing Management as and when required.

To support the Strategic Decarbonisation Manager and/or Decarbonisation Programme Manager in the management of Heat Network, Environmental Sustainability and utility management activities as required.

Provide support and technical advice to relevant colleagues across Bernicia in developing and implementing effective projects and programmes and support managers to embrace an ethos of continuous improvement.

Develop and maintain positive collaborative relationships with all relevant internal and external stakeholders to ensure the successful delivery and implementation of projects within deadlines, reporting on all relevant KPI's as and when required.

Ensure all documentation required to satisfy funding and PAS2035:2023 requirements are obtained, verified, accurately recorded, and maintained. Liaise with installers and relevant delivery partners to gather all necessary evidence, including Energy Performance Certificates, Energy Performance Reports, Retrofit Assessments, Retrofit Coordination documentation, and Trustmark Lodgement certificates, ensuring records are complete and verified prior to payment authorisation.

Provide customers with the necessary permissions and documentation following the installation and commissioning of Solar Photovoltaic systems to enable them to register for the Smart Export Guarantee payment.

Attend and contribute to relevant committees, meetings and seminars and participate in task groups as required.

Responding constructively to any questions from the customers, providing clear information and ensuring they understand the benefits of the retrofit programme.

Corporate

- Comply with all relevant legislation and work within our policies and procedures.
- As appropriate to the role, take ownership of the data in your area and support the achievement of high quality data and data management across Bernicia, by ensuring any data recorded is accurate, reliable and trustworthy.
- Perform your role in accordance with the Bernicia Way and draw to your manager's attention any unsafe working practice/conditions.
- Maintain a safe and healthy working environment, by ensuring all health and safety policies and procedures are fully implemented and consistently applied and carrying out suitable and sufficient risk assessments.

The above list is not exhaustive and your role will certainly change over time reflecting the changing needs and activities of the organisation and our commitment to making best use of technology and improving the way we do things. You must therefore be committed to personal development, adapting to and welcoming change and making continuous improvements in the efficiency and effectiveness of our use of resources.

All colleagues are encouraged to not ignore work at the boundaries of their specific role, by taking "ownership" of any issue with which they become involved, ensuring that all matters are brought to a satisfactory conclusion. This includes identifying any risks involved in the day to day responsibilities of the role and taking action to mitigate those risks.

Essential Skills & Experience

A willingness to attend courses or private study that that will maintain and increase the knowledge and understanding of the responsibilities (including legislative responsibilities) managed by this role.

Experience of working in a customer facing environment and a willingness to understand construction and retrofit techniques.

Excellent communication skills, both written and verbal, along with excellent team working skills.

Ability to work collaboratively to deliver high quality services customers.

Caring, empathetic, problem solving and ability to manage own workload.

Able to manage conflict tactfully.

Ability to complete tasks in an accurate and timely manner when working under pressure.

Good IT skills, with an experience of Word and Excel, and with an ability to update and interrogate bespoke systems.

Experience of tenant engagement strategies.

Full clean driving licence and the use of a vehicle for work purposes

Desirable Skills & Experience

Relevant demonstrable experience in a similar role.

Level 3 award in Domestic Retrofit Advice.

City and Guilds Energy Awareness and Advice.

An understanding of energy use in the home, retrofit/decarbonisation measures and building physics.

Experience of effective liaison with contract administrators, contractors, and relevant stakeholders.

Understanding of the relevant Regulatory Standards for Social Housing.

Values	
Value	Expectation
Customer Focused	We understand our customers and champion customer focus.
Trusted	We uphold the highest standards of integrity in all our actions, we are personally accountable and deliver what we say we will do.
Respect for People	We respect our tenants and customers and recognise them as individuals. We value our colleagues, encourage their development and reward their performance.
Leadership	We provide strong and transparent leadership, supported by clear decision-making which is evidence-based and outcomes-focused.
Collaborative	We collaborate to help meet the needs of tenants and customers, partners and the wider North East.

