



## **Applicant Pack**

# **Assistant Energy Advisor & Project Support Roles**

## **December 2023 Recruitment**



Plymouth Energy Community (PEC) is looking for people to join its passionate and innovative team. We have contract and permanent vacancies in the roles of Assistant Energy Advisor and Project Support. PEC works to increase community resilience to both the energy and climate crisis. If you want a role that makes a real difference and have transferable skills to bring to these issues, please get in touch.

You'll be helping to deliver:

- **Fuel poverty prevention services** – supporting residents at risk of fuel poverty who are living in cold, damp homes, including administering grants and advice
- **Community engagement** – holding drop-ins, training, and workshops - activities with energy and climate emergency themes
- **Energy efficiency and retrofit works** – enabling the installation of simple measures and retrofit works, by supporting vulnerable residents and commercial customers on their journey
- **Community-owned renewable energy** - including developing the city's largest community led solar array.

Full training will be given, to allow you to play a key role in PEC's work to encourage local action on fuel poverty and carbon reduction.

### ***About you:***

We want to hear about your passion and experience in:

- Supporting people from diverse backgrounds and circumstances
- Local energy advice, energy efficiency measures or renewable energy projects
- Third sector organisations working towards better social justice
- The Community Energy sector and the transition to Net Zero
- Time management and organisation skills
- Fast-paced work environments and your ability to bring a positive, collaborative attitude
- Building great relationships in person, in the community and working from home.



## ***The Offer:***

**Time:** Full time roles (37 hours per week), open to part time arrangements

**Duration:**

Assistant Energy Advisor - permanent position

Project Support - 6 month contract with potential to extend

**Location:** Plymouth, but with significant elements of flexible, home working

**Salary:**

Assistant Energy Advisor - £20,976 - £24,500 depending on experience

Project Support - £20,976 - £26,000 depending on experience

**Start date:** As soon as possible.

**Application process:**

**Positions are open to all suitably qualified candidates**, regardless of age, disability, gender reassignment, marriage/civil partnership, pregnancy, maternity, race, religion or belief, sex, or sexual orientation.

**All applications must come with a covering letter.** PEC is a special place to work and it's important to understand why you want to be part of the team and what you feel you can bring. Please describe your motivations for working for PEC and how you meet the role profile.

**Send applications along with your CV to [support@plymouthenergycommunity.com](mailto:support@plymouthenergycommunity.com)**

**Deadline:**

Applications close at 8pm Sunday 15<sup>th</sup> January 2023.

Interviews expected w/c Monday 23<sup>rd</sup> January 2023.



## ***About Plymouth Energy Community:***

Plymouth Energy Community (PEC) is a multi, award-winning charity and a social enterprise, with a cooperative ethos. PEC's mission is to empower our community to create a fair, affordable, zero carbon energy system with local people at its heart. We are a family of community led organisations bringing forward a range of projects that: bring local people together to tackle fuel poverty and the climate crisis, increase local ownership and influence over local energy solutions; improve community confidence to engage in the zero-carbon transition; and enable people to heat and power their homes affordably.

Since 2013, we have:

- Developed and generated 21 MWh of clean power from our community owned solar farm and 32 roof top arrays
- Saved schools and community organisations over £0.5m from their energy bills through renewable power and energy efficiency improvements
- Supported 21,000 households and delivered direct improvements to 2,400 homes visits saving each an average of £400 pa
- Saved a total of 15,000 tonnes of carbon
- Grown to a turnover of £1.5m pa with a dedicated staff team of around 24 full time equivalents.

PEC is working with local businesses to deliver a pipeline of over 14MWs of new solar arrays; models for community owned renewable heat and providing a domestic energy advice service for those at risk of fuel poverty. In addition, it supports the local authority to administer Government grants to support households during the energy crisis and works closely with local creatives to give Plymouth a profile in Climate Action. PEC has also established a community led housing developer, to focus on the innovation required to deliver affordable homes in a way that is consistent with the UK's carbon reduction targets.

PEC is powered by a passionate and highly skilled team. Resumes for current team members are found [here](#).

PEC Trust (t/a Plymouth Energy Community) is a charitable company limited by guarantee, with cooperative principles built into its articles. The PEC Family also includes PEC Renewables Ltd, and a Community Land Trust called PEC Homes Ltd. Both are established independent Community Benefit Societies. The successful applicant will be working under the care of community representatives acting as Trustees and Directors on these boards. Current Trustee and Director resumes are available [here](#).



## ***Our Purpose, Values & Principles:***

***Our Purpose*** is to put local people at the heart of a fair affordable, low carbon energy system.

### ***Our Mission:***

- *To connect local people, government, and other organisations to speed up positive change on fuel poverty and the climate crisis*
- *To increase local ownership, influence, and confidence over local energy solutions*
- *To enable our city to reduce its energy requirements and help local people heat and power their homes affordably*
- *To ensure our activities benefit the fuel poor and most vulnerable.*
- *To reduce greenhouse gas emissions*
- *To support our own wellbeing and development, so we can better support our community.*

### ***Our Values and Principles: (what's important to us, and how we put this into practice):***

- ***Collaboration:*** *We're approachable and listen carefully to foster solid relationships with our team, community members, local organisations, and the wider energy sector. We welcome a variety of skills and perspectives and support people to make an impact.*
- ***Transparency and integrity:*** *We're open about what we're trying to achieve and actively share what we learn. We value the process, celebrate successes and are accountable for the impacts of our actions.*
- ***Care, compassion, and respect:*** *Our care for the wellbeing of people and the environment, means that we cultivate respectful attitudes, listen, and respond to each other's needs and the needs of the community.*
- ***Community autonomy and benefit:*** *We're accountable to our community members and all profits go to benefit local action on climate change and fuel poverty.*
- ***Equity:*** *We offer meaningful opportunities for all to participate.*
- ***Passion and dynamism:*** *We take pride in what we do. We act professionally with passion and enthusiasm.*
- ***Connection and support:*** *We connect to the lived experience of the people we support, and those in our team, and adapt accordingly to ensure needs are met to improve wellbeing and offer meaningful and rewarding ways to contribute.*



### ***Our people:***

- *Support each other*
- *Manage their time independently*
- *Offer help when needed*
- *Are proactive about developing and learning new skills*
- *Use colleague feedback to improve*
- *Follow team protocols so no-one is disadvantaged or at risk*
- *Offer solutions or better ways of working*
- *Know their own success is linked to the success of the team*
- *Listen, show respect, promote dignity and resilience*
- *Work alongside residents to use their expertise flexibly.*

### ***The job you will be doing:***

The Assistant Advisor and Project Support roles sit within our Energy Team. You will work with colleagues to deliver community focused fuel poverty projects and to help residents to access schemes to make homes more energy efficient.

This includes (1) delivering grants and support to Plymouth households at risk of fuel poverty (2) growing partnerships with organisations to help us reach more residents in need.

You will help coordinate and deliver projects in one or more of the following areas:

- **Fuel poverty prevention** – supporting one or more of our projects to reach residents at risk of fuel poverty and living in cold, damp homes
- **Energy efficiency and retrofit works** – enabling the installation of simple measures and major retrofit works to improve energy efficiency in homes and buildings
- **Community engagement** – drop-ins, training, and workshops; delivering these activities with several energy and climate emergency themes
- **Community owned renewable energy projects.**

Your work will be focused on the following priorities:

- Supporting residents to access grants, support, and measures for their homes to reduce risk of fuel poverty.
- Building relations with key partners in the city addressing food and fuel poverty

If this is something you'd love to be part of, please get in touch.



## **ROLE PROFILE: PROJECT SUPPORT**

### **Primary purpose of the role:**

**To support PEC's Project Managers, Coordinators and Energy Advisors in the delivery and administration of a broad range of fuel poverty, energy efficiency, renewable energy, and community engagement projects.**

### **Responsibilities/accountabilities**

- Support Project Managers and Coordinators with the organisation of existing programmes of work
- Work alongside PEC's team and supply chain to support residents to improve their home, increase confidence in managing risk of fuel poverty, and lessening impact on wellbeing
- Maintain up to date project and client records
- Collate information for reports
- Maintain relationships with communities, contractors, funders, and partners
- Support the delivery of project meetings and events.
- Act as an advocate for PEC and contribute to its overall aims
- Support the progression of PEC's organisational systems e.g., how it supports staff, makes decisions, uses IT and more.

### **Attributes / competencies**

- Clear ambition to work with residents and in the community
- An appetite to learn new skills
- Aligned with PEC's values and principles
- Friendly, with excellent interpersonal skills and a sympathetic manner
- A flexible and collaborative approach to teamwork
- Methodical, organised, and self-motivated
- A strong administrator, comfortable and competent in data handling and processing
- An interest in the community energy
- A willingness to undertake appropriate and regular training as required.

### **Skills and experience – essential**

Experience of:

- High quality customer service environment
- Carrying out tasks accurately and in a fast-paced environment
- Supporting colleagues and team members to meet agreed deadlines and targets
- Providing information accessibly in person, on the phone and by other media
- A competent user of Microsoft Office, (Word, Excel, and Outlook)
- Effective writing skills with an emphasis on communicating to a non-technical audience / public.



## **Skills and experience - desirable**

Experience of:

- Providing advice to residents or clients
- Project administration or business support
- Energy efficiency or home improvement projects
- Full driving licence.

## **Qualifications & knowledge**

- Three A Levels at grade A–C or NVQ in relevant subject
- Demonstrable knowledge of projects relating to fuel poverty and domestic energy efficiency

## **ROLE PROFILE: ASSISTANT ENERGY ADVISOR**

### **Purpose of role:**

**To support advice services and case work for residents engaging in fuel poverty prevention and carbon reduction.**

### **Responsibilities/accountabilities:**

- Support the delivery of energy advice to residents, around managing their risk of fuel poverty and impacts on wellbeing
- Support the delivery of outreach and community engagement events
- Work with partners to deliver improvements to advice and support in the city
- Support the administration of grant awards
- Record and handle residents' financial information in a secure and confidential manner
- Maintain PEC's client database, keeping accurate data records for each case.
- Support the progression of PEC's organisational systems and policies e.g., care and support, IT.
- Act as an advocate for PEC and contribute to its overall aims.

### **Attributes and qualities**

- Friendly, with excellent interpersonal skills and a sympathetic manner
- Empathic with a strong interest in helping people to improve their circumstances
- Able to work well in a team
- Able to remain calm and solution focused when supporting residents in vulnerable circumstances, who may be distressed
- Methodical, organised, and self-motivated
- A strong administrator; with good attention to detail
- Proactively identifies potential issues and offers solutions.



### **Skills and experience - essential:**

Experience of

- Working with people from a wide range of backgrounds
- Working in a customer service environment
- Carrying out tasks accurately in a fast-paced environment
- Supporting multiple colleagues to meet agreed deadlines and targets
- Providing information accessibly in person, on the phone and by other media.
- Effective writing skills with an emphasis on communicating to a non-technical audience / public
- A competent user of Microsoft Office, (Word, Excel, and Outlook).

### **Skills and experience - desirable**

Knowledge and /or experience of:

- Fuel poverty and its related issues
- Providing advice to residents or clients
- The welfare benefit system
- Energy efficiency or home improvement projects
- Full driving licence.

### **Qualifications & knowledge**

- Three A Levels at grade A–C or NVQ in relevant subject, or substantial relevant work experience
- Administration or customer care qualifications / training

