



## **Applicant Pack**

# **Energy Team Advisor and Assistant Advisor Vacancies**



We are looking for **Advisors** and **Assistant Advisors** to join Plymouth Energy Community (PEC) and its award winning *Energy Team*.

**About you:**

**You are a people person, passionate about supporting residents to improve their circumstances.**

Perhaps you're already delivering grass roots action on the journey to Net Zero or have a few years' experience supporting residents in a frontline service, then read about our Advisor role.

If you're just starting out in community work, and looking for a way to use your people and administrative skills in a role that makes a real difference, then the Assistant Advisor role is for you. Here's what we're looking for.

**Energy Advisor:**

- A passion for working alongside residents to improve their circumstances.
- A person-centred, flexible approach to support.
- Thrives in a dynamic and collaborative work environment.
- Able to stay focussed and calm when helping people who are distressed.
- Experience of the welfare benefit system.
- Knowledge and understanding of fuel poverty, energy efficiency and their effects on health.
- An interest in the community energy sector and the transition to Net Zero.
- Can build relationships in person, while remote working with people from a wide range of backgrounds.
- An eye for detail and accurate reporting.
- Ability to support Project Mangers in monitoring and attaining targets.

**Assistant Energy Advisor:**

- Passionate about great customer service.
- An approachable outlook and ability to communicate with people of all backgrounds.
- An excellent eye for detail.
- A flexible and collaborative approach to team work.
- Comfortable working in a target driven environment.
- An appetite to learn new skills around fuel poverty and domestic energy efficiency.
- An interest in the community energy sector and the transition to Net Zero.



## ***The Offer***

**Time:** Full time roles, but we are open to part time arrangements for the right candidates.

**Duration:** Fixed term contract until 31<sup>st</sup> July 2022, with 3 month probationary period. Strong potential for extension.

**Location:** Significant flexible, home working. An expectation to attend regular home visits within Plymouth and some team meetings.

**Salary:**

Advisor - £12.89 per hour, equivalent to £24,800 pa (dependant on experience/qualifications).

Assistant Advisor - £10.24 per hour, equivalent £19,700 pa (dependant on experience/qualifications).

**Start date:** ASAP.

**Further details:** Please email [clare@plymouthenergycommunity.com](mailto:clare@plymouthenergycommunity.com) to arrange an informal chat.

**Application process:** Please email a CV and covering letter describing your skills and why you think they would suit the role. Please note that a covering letter matching you to the role is vital (please refer to the expectations set out in this application pack).

Send to [clare@plymouthenergycommunity.com](mailto:clare@plymouthenergycommunity.com)

**Deadline:** 10am, 8<sup>th</sup> November 2021

**Interviews:** TBC



## ***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 14 full time equivalents.

PEC is now working with local businesses to deliver a pipeline of over 14MWs of new solar arrays; trialing models for community owned renewable heat, and providing a domestic energy advice service targeted at helping the fuel poor and those with long- term health conditions. In addition to this, it is dispersing grants to fuel poor households as part of the City's Covid response package, working with local creatives to give Plymouth a voice and platform at the November 2021 International Climate Conference (COP26) and has 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. These are pivotal roles at the heart of that 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 of these are established as independent Community Benefit Societies. The successful applicants 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](#).



***The Job – what you’ll be doing:***

You will be working closely with colleagues in *The Energy Team* to deliver a range of community focused energy and fuel poverty projects. You join PEC in a time of growth and you’ll be helping us to reach more residents in need of our support. You will bring your skills to *The Energy Team* working in one or more of the following areas:

- Energy efficiency and retrofit works – enabling the installation of simple measures and major retrofit works in homes and buildings, by supporting vulnerable residents and commercial customers on their journey.
- Fuel poverty prevention – supporting one or more of our projects to reach residents at risk of fuel poverty and living in cold, damp homes.
- Community engagement – drop-ins, training and workshops. PEC delivers these activities on a number of energy and climate emergency themes



## ***Plymouth Energy Community Person Specification:***

### **ENERGY ADVISOR**

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

**To provide advice services and case work for the various projects supporting residents to engage in carbon reduction and fuel poverty prevention services targeted to improve their financial, physical and mental wellbeing. Providing excellent customer service to residents and also to manage day to day relations with partner agencies, volunteers and contractors.**

#### **Attributes / competencies**

- Friendly, with excellent interpersonal skills and a sympathetic manner.
- Thrives in a fast changing environment.
- Methodical and organised, with good attention to detail.
- Ability to work collaboratively and effectively if minimal supervision.
- Good negotiation skills.
- Effective writing skills with a particular emphasis on preparing and representing reports and plans.
- Able to remain calm and solution focused when supporting residents in vulnerable circumstances, or who may be distressed.
- Able to balance workload and deliver high quality activities that meet funder, PEC and resident requirements.
- An ability and willingness to develop and implement procedures.
- A competent user of Microsoft Office, (Word, Excel and Outlook).

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

- Significant experience of working with residents from a wide range of backgrounds.
- Demonstrable experience of providing end to end solutions for residents / clients.
- Experience in handling data and information in a secure and sensitive manner - on the telephone, in writing and in person.
- Experience of project working to reach targets.
- Experience of income maximisation and or welfare benefits.

#### **Skills and experience – desirable**

Experience of:

- Using a Customer Relationship Management software such as Microsoft Dynamics.
- Working on energy / fuel poverty related projects.
- Writing schedules of work for contractors.
- Health related projects.



- Project management.

**Qualifications & knowledge essential**

- Minimum of 3 A-levels, or substantial relevant work experience.
- A good knowledge of domestic energy efficiency.
- City and Guilds Level 3 in Energy Awareness or a minimum Level 2 Retro-fit qualification (or a willingness to obtain within the first 6 months).

**Qualifications & knowledge -desirable**

- Customer care qualifications or training.



## ***Person Specification:***

### **ASSISTANT ENERGY ADVISOR**

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

**To support PEC's Project Managers and Advisors in the delivery and administration of a range of projects supporting residents to engage in carbon reduction and fuel poverty prevention services.**

#### **Attributes / competencies**

- Friendly, with excellent interpersonal skills and a sympathetic manner.
- 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.
- Effective writing skills with a particular emphasis on preparing and representing reports and plans.
- A competent user of Microsoft Office, (Word, Excel and Outlook).

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

Experience of:

- Working in a customer service environment.
- Carrying out high quality tasks accurately and 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.

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

Experience of:

- Energy efficiency or home improvement projects.
- Providing advice to residents or clients.
- The welfare benefit system.

#### **Qualifications & knowledge**

- Minimum of 5 GCSE grades 9 to 4 (A\* to C equivalent) including literacy and numeracy, or substantial work experience.
- Administration or customer care qualifications / training.





- An awareness of fuel poverty and community energy's role in the journey to Net Zero.
- A willingness to undertake appropriate and regular training as required.

