

Community Energy Plus are recruiting:

**Assistant Energy Officer/**

**Project Assistant**

**Application Pack**

We are looking for Assistant Energy Officers/Project Assistants to work with our Energy Advice team to deliver a range of projects tackling fuel poverty across Cornwall.

Are you a people person, who is enthusiastic about supporting residents to improve their circumstances? If you are interested in making a difference in your community and looking for a way to use your people and administrative skills in a role that has a real impact, then our Assistant Energy Officer role is for you.

Our Assistant Energy Officers:

* Are committed to helping people
* Have an approachable outlook and ability to communicate with people of all backgrounds
* Are flexible and take a collaborative approach to teamwork, and
* Are prepared to learn new skills around fuel poverty and domestic energy efficiency.
* Have a passion to work addressing the big issues in Cornwall of social justice and responding to the impacts of the climate and ecological emergencies.

If you want to work with a team of like-minded people, committed to making a difference within our communities, and in a supportive working environment, please make contact.

**The Important Details:**

**Contract**: Full time role, but we are open to part time arrangements with the right individuals.

**Duration**: Initially, a fixed term contract (3-month probationary period) but open to making a permanent role, dependent on project funding.

**Location**: At the Community Energy Plus office in Truro, although a mix of office- and home-based working may be possible for the right candidate following their initial induction.

**Salary:** £22,956 per year, pro-rata depending on the number of hours worked

**Start Date:** As Soon As Possible

**To make an application:** Please email your CV together with acovering letter describing your motivations and suitability for the role, noting the expectations set out in this role description to recruitment@cep.org.uk. Please include in subject line of your email: **Vacancy Asst. Energy Officer** and **Your name.**

**Application Deadline:** We are keen to fill this position as soon as possible and will make an appointment as soon as we have identified a suitable candidate. Therefore, an **early application is recommended**. Candidates of interest will be invited to interview at our Truro office.

**Person Specification: Assistant Energy Officer**

The primary purpose of the role:

To support Community Energy Plus’s Project Manager and Energy Advisers in the delivery and administration of a range of projects supporting residents.

Attributes / competencies

* Friendly, with excellent people skills and a sympathetic manner.
* Able to work well in a team.
* Able to remain calm and purposeful when supporting residents in vulnerable circumstances, who may upset and stressed.
* Methodical, organised, and self-motivated.
* Strong administrative skills with a good eye for detail.
* Proactively identifies potential issues and offers solutions.
* A competent user of Microsoft Office (Word, Excel, Teams, and Outlook).

Essential Skills and experience –

* Working in a customer service environment.
* Ability to work well under pressure and manage time effectively.
* Supporting multiple colleagues to meet agreed deadlines and targets.
* Providing information accessibly in person, on the phone and by other online channels.

Desirable Skills and experience -

* Energy efficiency or home improvement projects.
* Providing advice to residents or clients.
* Knowledge of 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.
* Desirable: Administration or customer care qualifications / training.

**What you can expect to be doing as part of the Energy Advice team:**

1. Answering calls to our freephone advice line to establish clients’ needs and referring onto our energy advisers or providing basic advice and/or signposting to other services.
2. Administering emergency fuel top-up vouchers.
3. Completing applications with clients over the phone to access the Household Support Grant
4. Recording all interactions with clients on Community Energy Plus’s customer relationship management system.