



Community Energy Plus are recruiting:

**Assistant Energy Officer/
Project Assistant**

Application Pack

Vacancy: **Assistant Energy Officer**

We are looking for an Assistant Energy Officer/Project Assistant 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.



Vacancy: **Assistant Energy Officer**

The Important Details:

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

Duration: Initially, a 12-month fixed term contract 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: **£25,140**, 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 a covering 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**.

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**.

Vacancy: **Assistant Energy Officer**

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.

We consider this to be a great first job for a recent graduate looking to build their work experience; we have supported several graduates in their early careers with this role who then move onto other roles.

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 be 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.



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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.