

## Households and Communities Project Officer Job Description

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### About Us

The National Energy Foundation is an independent charity based in Milton Keynes, which has been at the forefront of improving the use of energy in buildings since 1988. We aim to give people, organisations and government the knowledge, support and inspiration they need to understand, manage and reduce the use of energy in buildings.

### The Households and Communities Team

The Households and Communities Team manages a number of on-going projects which help make homes warmer, healthier and more affordable to heat. We work to deliver projects in the areas of:

- Energy Efficiency
- Behaviour Change
- Renewable Energy
- Alleviating Fuel Poverty

Much of the work we do is specifically commissioned by local authorities. Other projects are funded by the communities or collaborative partnerships themselves, central government, housing associations and other organisations.

### Job Overview

Over the winter months this role will primarily assist in the delivery of our Affordable Warmth and Healthy Homes projects with the aims of reducing the number of people in fuel poverty, preventing them from getting into fuel poverty initially and improving health outcomes. Much of this work is based in our office in Milton Keynes, but this can involve occasional attendance at meetings and events at locations across Buckinghamshire and Oxfordshire or further afield and outside of normal working hours.

There will also be an opportunity to work on other projects delivered by the team such as:-

- Our [Carbon Offset fund](#), which supports domestic cutting of carbon emissions
- [www.Yougen.co.uk](http://www.Yougen.co.uk) which promotes the use of renewable energy and energy efficiency solutions
- [www.energyenvoys.org.uk](http://www.energyenvoys.org.uk) which forms our Duke of Edinburgh programme
- and our European projects, including [www.energiesprong.uk](http://www.energiesprong.uk)

This is a new post and we would like to appoint as soon as possible. We're looking for an enthusiastic, self-motivated person who is interested in supporting us in our mission to improve the use of energy in buildings. You will have excellent written and verbal communication skills and be able to represent the Foundation and its clients at public meetings and events. The position is most suitable for either a graduate with limited experience or someone without a degree but with relevant experience in an energy reduction or public health context. Duties could potentially be shared across two individuals, perhaps each working more than half time during busy periods.

### Responsibilities

- Give residents information and advice via our telephone helpline including checking their eligibility for grant funding for energy saving measures and making onward referrals to installers
- Provide advice regarding energy efficiency and fuel switching.
- Prepare and deliver training to a range of audiences, providing information on the programmes and funding available.

- Liaise between householders and their chosen installers to ensure the smooth installation of appropriate energy efficiency measures.
- Provide secretariat services to programme steering groups, including arranging meetings, suggesting agendas, taking minutes and ensuring all participants are cognisant with the aims of the programme.
- Assist the Affordable Warmth Projects Manager with the administration and reporting of projects.
- Support, assist and deputise for other members of the Foundation as workload and/or circumstances might require.
- Other activities as agreed with the Head of Households and Communities.

### **Essential Skills/Attributes**

- Ability to work with people in fuel poverty with empathy and in a caring and non-judgmental way.
- An enthusiastic approach and the ability to work both individually and as part of a team.
- The ability to engage with people confidently and effectively; both one-to-one and in groups.
- Methodical approach to projects including a keen eye for detail.
- An interest in energy saving, energy efficiency and renewable energy – although training will also be given.
- Ability and willingness to travel. Regular travel to events around the South East is a feature of the job, particularly during autumn, winter and spring.
- Ability to work outside of office hours, by arrangement.
- The ability to communicate clearly and effectively by telephone, face-to-face and in written form.
- Familiarity with Microsoft Office Outlook, Excel, Word and Access.
- Possession of a full UK driving licence and use of a car with business insurance cover.

### **Desirable**

- A degree in a building or energy related subject or one where public health features as a major strand.
- Experience of working with vulnerable adults.
- Track record of setting up events.
- Experience with the design of advertising and marketing materials.

### **Employment Basis**

- This is a full-time, permanent position (subject to continued funding) and based at our Milton Keynes office. The contracted hours are 37.5 a week. Job share or part time may be possible if suitable hours can be agreed.
- Salary will be in the range £18,000 to £22,000, depending on experience.
- NEF's standard employment terms and conditions will apply.
- Reporting to the Head of Households and Communities.
- Applications will only be considered from people who can confirm that they have a permanent right to work in the United Kingdom.
- A clear DBS check is required for this post.
- The National Energy Foundation strives to be an equal opportunities employer.

### **Application Process**

- Please apply including your CV, a supporting letter explaining what you can bring to the role and a note of where you first saw the post advertised - by Friday 8<sup>th</sup> June 2018. We wish to recruit as soon as possible. Application will be reviewed as soon as they are received and we reserve the right to appoint prior to the closing date.
- Either email your application to [recruitment@nef.org.uk](mailto:recruitment@nef.org.uk) or post to: HR Manager, National Energy Foundation, Davy Avenue, Knowlhill, Milton Keynes, MK5 8NG