



Tamar Energy Community

Applicant Pack

Home Energy Service and Project Administrator



We're looking for a Home Energy Service & Project Administrator to join us.

Tamar Energy Community is a non-profit community energy organisation. We're run with the support of our members and our team of voluntary directors.

Our aims are to reduce fuel poverty and tackle the Climate Emergency through providing quality and impartial energy and retrofit advice and support; and developing community-led renewable energy generation schemes that provide a direct benefit to the local community. We're working to understand how local people can gain greater benefit from the changing energy market; and develop a leading edge, people focused, end-to-end advice service from initial enquiries to delivery of Whole House Plans and retrofit measures. We localise energy.

As we grow, we are looking for passionate people to join our friendly team and help us deliver our service and support to households across West Devon and S.E. Cornwall. You'll also be an active member of our network of community energy organisations across Devon and Cornwall; working closely with our local authorities and other stakeholders.

Job description – Home Energy Service and Project Administrator

We are looking for a talented and enthusiastic person to administer and support our small home energy advice team, and retrofit coordination partners, in the development and delivery of our home energy and retrofit advice service; together with the administration of our range of community focussed projects that define and fund our service.

You'll be a team player with consistent office management and administration skills; keen to help us improve our service for the benefit of our clients, funders and our environment. You'll be supporting, and reporting to, our Home Energy Service and Project Manager; and working with, and supporting, our three home energy advisors and financial administrator.

The role will be on a flexible self-employed basis for two years. Expected hours: 21 per week at £17 per hour. Over 48 weeks a year this totals £17,000 per annum. There may be potential to extend hours.

Primary Roles

- Administer the Tamar Energy Community home energy advice service and other projects, meeting contracted commitments, targets and reporting requirements; and seek opportunities to improve administrative processes and procedures.
- Support and administer our team of home energy advisors
- Maintain and develop our database of stakeholders, clients, funders and suppliers and manage our routine communications
- Support team marketing and outreach activities.

A more detailed task description is available below

Outcomes

- Our commitments delivered on time to the clients' satisfaction
- An efficient, motivated and productive team
- Reporting delivered to quality on time
- A healthy mutually supporting organisation
- A high level of external awareness of TEC services

About You

You are a people person who is able to think critically, passionate about supporting residents to improve their circumstances; and with a caring and understanding approach and ability to show empathy.

If you welcome the opportunity to develop your skills and our services to improve people's lives and homes for our low carbon future, then read on.

Here's what we're looking for:

Essential Skills and Qualifications

- ✓ You are highly organised, with previous administration experience, and able to work across multiple projects at once, prioritising your work effectively to meet deadlines and deliver results
- ✓ You are able to work proactively, independently and flexibly and with minimal supervision much of the time
- ✓ You will have excellent written and verbal communication and IT skills (incl. Word and Excel) and a friendly but professional approach when dealing with clients, colleagues and partners
- ✓ You will be confident to share your progress with the team and know when you need to pick up the phone, or ask for help, when necessary to avoid getting stuck
- ✓ You are motivated by making a difference to our clients, so you will bring tenacity and resourcefulness to the task of finding a solution to sometimes complex problems
- ✓ You will be able to work with a diverse range of customers and colleagues
- ✓ You can be trusted to handle sensitive personal client data respectfully in accordance with GDPR

Desirable Skills and Qualifications

- ✓ Level 3 Award in Energy Awareness or other energy qualification, or willingness to undertake a relevant qualification if/as required
- ✓ You will have some experience of partnership working, for example with voluntary, health and social care sectors, local government or social housing providers
- ✓ You will understand the issues faced by low-income and disadvantaged groups and will be passionate about addressing the drivers of energy poverty
- ✓ You will have a full driving licence and ability to travel independently to clients or events

Training can be provided to the right candidate. A willingness to study and take any relevant exams would be required; and there is opportunity to develop skills in this critical area of improving homes for the future.

The Offer

Working week:	Self-employed part-time role - average 21 hours a week;
Rate:	Hourly rate £17
Annual Income	Based on 21 hrs per week and 48 weeks per year: £17,000 There may be potential to extend hours, including work as a Home Energy Advisor, should this be of interest
Duration:	2 year fixed term contract (3 month probationary period), renewable, subject to funding
Location:	West Devon, with significant elements of flexible/home working
Start date:	ASAP
Application Deadline:	Midnight, Sunday 10 th September 2023
Interviews:	Monday and Tuesday 18 th and 19 th September 2023
Further details:	Please email kate.royston@tamarenergycommunity.com if you would like to arrange an informal chat.
Application process:	Please email a CV and covering letter describing your motivations and suitability for the role with reference to the expectations set out in this application pack to: kate.royston@tamarenergycommunity.com .

Detailed Task Description

Service and Project Delivery

Administer the Tamar Energy Community home energy advice service and other projects, meeting contracted commitments, targets and reporting requirements; seek opportunities to improve administrative processes including:

- Manage mechanisms for incoming enquiries including our 0800 number; and monitor, receive and manage incoming enquiries; and allocate to team members as appropriate
- Set up drop-in sessions and related events for HEAs across West Devon in coordination with the Home Energy Advisors Team
- Manage our Airtable database, undertake regular checks, client monitoring, liaison with other stakeholders and the team regarding bigger changes or new schemes; and provide ongoing AirTable support to HEAs
- Provide a check to ensure that HEAs home visits/interactions, and related case work with clients, is complete
- Support Home Energy Services and Project Manager (HESP-M) with the periodic, generally monthly, service and project reporting
- Administer the TEC Hardship funds and liaise with HESP-M for approval and the financial administrator for payment
- Set up and maintain with HESP-M an accessible matrix of service offers and options for onward referrals and further support including eligibility
- Refer clients to local organisations for support based on recommendations from the Home Energy Advice Team
- Refer clients to energy companies / suppliers for retrofit measures including replacement boilers and wall / loft insulation; maintaining records of referrals and ensuring relevant referral fees are received
- Deal with energy suppliers on behalf of our clients when required, and complete applications for the Priority Services Register for National Grid-Energy Distribution
- Manage our stock of stationary and easy measures (energy efficiency items and emergency support items) including ordering replacements where needed.
- Support HESP-M with management and coordination of service formal requirements and policy implementation including insurances, GDPR, Health & Safety etc.
- Liaise with IT consultant to resolve IT issues etc as required
- Keep up to date on the latest developments in home energy advice which could potentially be adopted by the service

Team

Support and administer the team of home energy advisors including:

- Maintain up to date DBS checks and other needs including IT, equipment and uniforms.
- Set up and maintain team calendars and database of HEA skills and training requirements
- Support the HESP-M in onboarding new HEAs
- Review HEAs monthly timesheets and expenses; and approve with HESP-M
- Update the team on changes to process and schemes

Stakeholders, Marketing and Outreach

Work with existing project partners and develop new partnerships to expand the delivery of energy services across the area and reach new customers including:

- Maintain the database of stakeholders, clients, funders and suppliers and maintain routine communications:

- Maintain database of inward referral partners and ensure that relationship maintained, referral pathways understood, partner has materials required; and referrer kept in touch via a period newsletter and report of activities and outcomes
- Maintain database of onward referral partners. Work with HESP-M to ensure that relationship maintained, referral pathways understood and work effectively; TEC has materials and information required; and TEC keeps in touch with referrer to maintain records of referrals, status and outcomes.
- Engage local suppliers for plumbing or handyman jobs
- Support team marketing and outreach activities:
 - Update website as required
 - Support the development of resources for marketing and advice for the service
 - With support from MD, HESP-M, Comms Manager raise the profile of TEC through social media, the TEC website, partner meetings and promoting the service to community groups at events

Funding

Support the HESP-M to ensure a sustainable forward funding flow including:

- Research small scale funding opportunities and apply for funding on behalf of clients
- Support fund raising for the service and other projects through funding applications and negotiations with funding bodies
- Research and apply for relevant small-scale funding opportunities

Other Activity

- Provide additional support as requested by the HESP-M and TEC