



Tamar Energy Community

Applicant Pack

Home Energy Service and Project Manager



We're looking for a Home Energy Service and Project Manager 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 Manager

We are looking for a talented and enthusiastic person to manage 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 management of our range of community focussed projects that define and fund our service.

You'll be a strong team player, an inclusive manager and with robust, consistent project delivery and reporting skills. You'll seek ways to consistently monitor and improve our service for the benefit of our clients, funders and our environment. You'll be reporting to our Managing Director; and working with our three home energy advisors and administrator. We're also recruiting for additional administrative support to assist with service and project delivery.

The role will be on a self-employed basis for two years. Expected hours: 24 per week at £23 per hour. Over 48 weeks a year this totals £26,500 per annum. There may be potential to extend hours.

Primary Roles

- Develop and deliver the Tamar Energy Community home energy advice service and other projects, meeting contracted commitments, targets and reporting requirements
- Manage the team of home energy advisors and administrators
- Work with existing project partners and develop new partnerships to expand the delivery of energy services across the area; and reach new customers
- Support the Managing Director to ensure a sustainably funded service beyond 2025.

A more detailed task description is available below

Outcomes

- Project targets met within budget, maximising the amount of appropriate support delivered to eligible clients, and supporting broader environmental goals
- A productive, trained, motivated and right-sized team to deliver our commitments now and in the future
- Funding bodies supported with quality project reporting and information
- A growing and mutually supporting network of home energy delivery professionals
- A high level of external awareness of TEC services
- A sustainable forward project and funding flow

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.

You thrive in a dynamic and collaborative work environment; and have access to a vehicle when required.

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

- ✓ Level 3 Award in Energy Awareness or other energy qualification, or willingness to undertake a relevant qualification
- ✓ Understanding of sustainability issues and interest in TEC's objectives
- ✓ Project planning, monitoring, evaluation and delivery
- ✓ Workload prioritisation – managing multiple priorities and having a flexible approach
- ✓ Excellent written and verbal communication skills
- ✓ Good IT Skills – including Word, Excel and PowerPoint
- ✓ Proven Operational Leadership experience
- ✓ Managing team compliance – GDPR, H&S etc
- ✓ A Disclosure and Barring Service (DBS) check will be required.

Desirable Skills and Qualifications

- ✓ Degree Level Qualification (or equivalent)
- ✓ Experience providing home energy advice and knowledge or programmes / funding for energy efficiency improvements for low income households
- ✓ Project Management in energy efficiency, housing, local government or social services
- ✓ Budgetary experience in a service delivery setting
- ✓ Experience managing services for vulnerable customers

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 24 hours a week;
Rate:	Hourly rate £23
Annual Income	Based on 24 hrs per week and 48 weeks per year: £26,500 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

Deliver the Tamar Energy Community home energy advice service and other projects, meeting contracted commitments, targets and reporting requirements including:

- Understand service and project requirements
- Forecast resources and determine and manage any recruitment needs with MD
- Hold responsibility for project budgets and monitoring spend
- Monitor progress towards project targets, ensure targets are met, report concerns to MD; and put in place necessary corrective actions
- Attend service and project meetings as needed;
- Support team with difficult cases and their funding
- Approve Crisis fund grants
- Manage Airtable (database), undertake regular checks, client monitoring, reporting and necessary adaptations to meet service and project needs; and liaise with team and administrator
- Develop the service, including Able to Pay options
- Check and monitor formal requirements, insurances etc.
- Keep up to date on the latest developments in home energy and retrofit advice; and potential for TEC's services.

Team

Manage the team of home energy advisors and administrators, including:

- Coordinate team activity, plan and manage resources including team capacity projections, and schedule work to deliver the services in line with contractual obligations
- Embed a customer focussed and efficient delivery ethos within the team and develop team members' skills, through guidance, coaching and training
- Implement a culture of continuous improvement to update procedures and develop new working guidelines
- Lead the recruitment of home energy advisors and manage inductions of new staff and volunteers
- Work with team to update any changes to processes and schemes
- Manage the team of HEAs - ensure all feel valued and team retained
- Manage and support HEA training requirements
- Manage monthly timesheet co-ordination and payment of HEAs and administrator's time and expenses;
- Team support, oversight, dispute, complaints etc

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:

- Building relationship with installer companies
- Liaise with partners, develop links and new partnerships to expand energy services across the area, build relationships
- Attend regular partnership meetings and participate in meetings of stakeholders and funders
- Work with the MD and Comms person to prepare and deliver a strategic comms plan
- Attend occasional outreach events in support of the Home Energy Advisor team
- Lead the development of marketing and advice resources for the service
- Raise the profile of TEC through social media including Linked In, the TEC website, partner meetings and promoting the service to community groups at events

Funding

Support the Managing Director to ensure a sustainable forward funding flow including:

- Translating funding streams into clear guidance documentation
- Support fund raising for the service and other projects through funding applications and negotiations with funding bodies
- Review partnership bids

Other Activity

- Collaborate with the wider TEC team to deliver any other task or projects from time to time, as directed by TEC
- Contribute to the on-going development of TEC, including attending appropriate networking meetings, team meetings and training sessions