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|  | **CAfS Secondment for****Cold to Cosy Homes Project Officer**  |

**SECONDMENT TO:** Cumbria Action for Sustainability (CAfS)

**LOCATION: To be confirmed** Home working / Office of your original employer / Eden Rural Foyer, Old London Road, Penrith, CA11 8ET

**REPORTS TO:** Project Manager

**HOURS:** Around26.25 hrs per week

**SALARY RANGE:** To agree with original employer and CAfS.

**DURATION:** Anticipated from July 2020 for 3 months initially and potentially extended to 31 Jan 2021

**APPLICATIONS BY:** 9am on 9 June 2020.

**Cold to Cosy Homes Project Officer - ROLE DESCRIPTION**

**MAIN PURPOSE OF ROLE:**

* Help deliver the Cold to Cosy Homes Cumbria and related other energy advice projects

**KEY AREAS OF RESPONSIBILITY:**

* Expand and implement the Cold to Cosy Homes Cumbria project more widely across districts in Cumbria – expanding specifically to Carlisle, Allerdale and Copeland.
* Promote Cold to Cosy Homes and other household energy related services widely to residents and partner organisations across Cumbria
* Provide a programme of energy advice to vulnerable households throughout Cumbria.
* Coordinate installation of energy measures in homes.
* Deliver a series of energy advice events for people at risk of fuel poverty.
* Provide clear and accurate home energy related information and advice to clients by phone, video, at events and in their homes.
* Provide a high quality of customer service, building a friendly rapport with clients and a strong and credible reputation for the advice service and CAfS.
* Support CAfS other energy services.

**MAIN TASKS**

1. Build networks with partner organisations across Cumbria and beyond to widen the uptake of CAfS services by vulnerable groups.
2. Work with the Energy Efficiency Manager to strategically develop the project to ensure maximum reach.
3. Handle inbound and outbound client calls with enquiries, bookings and energy advice.
4. Visit clients in their homes to conduct energy assessments.
5. Develop Customer Relationship Management system to handle all contacts with clients, other team members, internal and external and installers.
6. Develop other information resources to support the project.
7. Deliver a series of energy saving advice sessions online and at venues throughout Cumbria which help promote services and actively take referrals.
8. Coordinate marketing through a wide range of channels and contacts, with the support of the CAfS Marketing Manager.
9. Research energy efficiency related issues and latest schemes to help homeowners with energy saving and fuel costs.
10. Deliver promotional webinar talks and short training sessions to small groups of people (householders and referral partners) with practical advice on CAfS schemes and how customers can benefit and be referred.
11. Assist in training a network of volunteer energy champions to act as energy efficiency advisors in their locality.
12. Support delivery of energy measures and draught proofing services to homes, by promoting to clients, handling referrals, and liaising with other partners and organisations who provide client visits and fitting service.
13. Provide monitoring and evaluation of activities to meet reporting processes, measure success and inform future funding bids.
14. Act as a conduit for information to individuals on wider CAfS projects.
15. Collaborate at times with the wider CAfS team to carry out other relevant tasks or projects required from time to time.
16. Contribute to the on-going work of CAfS generally including attending appropriate networking meetings, team meetings and training sessions

**PERSON SPECIFICATION**

**Essential skills, experience and attributes**:

1. Demonstrable skills and experience of providing high quality customer service.
2. Strong team player and capability to work cooperatively as part of a small team as well as on own initiative without day to day supervision.
3. Excellent communication skills, to network and reach out to communities and organisations supporting vulnerable customers and to provide clear energy efficiency advice.
4. Good knowledge of energy saving in homes, and the issues that vulnerable people can have in heating their homes.
5. Good knowledge of energy retrofit options, the domestic energy market, tariff comparisons and switching and other schemes to help people save energy and afford bills.
6. Demonstrable knowledge and understanding of sustainability issues and an interest in the objectives that CAfS seeks to deliver.
7. Ability to, deliver workshops and speak confidently to small groups.
8. Experience of planning, organising and scheduling events.
9. Good written communication and IT skills.
10. Ability to work to tight deadlines and juggle multiple priorities.
11. Ability to work flexibly including evening and weekend working by agreement.
12. Ability to travel independently throughout rural Cumbria.

The following are **desirable** but not essential:

* Experience providing energy saving advice.
* Qualification in providing energy advice – City & Guilds Level 3 Energy Awareness.
* Experience working with people from a wide variety of backgrounds, including vulnerable individuals and community groups.
* Practical experience of improving energy efficiency in domestic settings.
* An existing network of contacts in Cumbria or demonstrable ability to build networks rapidly.
* Additional experience / qualification in energy auditing/thermography.
* Experience of research in the field of domestic energy efficiency.
* Experience of providing energy audits including site surveys, energy data analysis, thermal imaging and technical report writing.
* Experience of working with housing association tenants and knowledge of social housing.
* Budgeting and project management experience.
* Experience of securing grant funding and tenders.

**To apply for this secondment to CAfS please submit an application form**– and email this to office@cafs.org.uk.

To find out more about the secondment you can email Andrew Northcott to arrange a discussion on office@cafs.org.uk

If you are selected for an interview, you will also be asked to give a short, informal presentation describing how you would carry out home energy advice to a family home in the current Coronavirus situation. The family in question are struggling to afford, or even understand their bills, and do not know how to use their heating system properly. Your presentation should outline how you would prepare for your visit and include how you would cover the subject of saving energy. This should be 10 minutes maximum.