



PROJECT OFFICER – Cold to Cosy Homes

Job Description

EMPLOYER: Cumbria Action for Sustainability (CAfS)

LOCATION: Principally home working, with meetings required in Cumbria and at our office in Penrith when Covid-19 restrictions allow. Eden Rural Foyer, Old London Road, Penrith, CA11 8ET.

REPORTS TO: Project Manager – Energy Efficiency

HOURS: 30 hours a week, with flexibility to be worked across 4 or 5 days.

SALARY RANGE: £21,000 to £25,000 per annum full-time equivalent, (£16,800 to £20,000 for the 30-hour week) depending on skills and experience.

DURATION: 6-month fixed-term contract (with potential for extension subject to funding).

APPLICATIONS BY: 11pm on Tuesday 30 June 2020. Please apply using the application form. CVs will not be considered.

ABOUT CAFS:

Our vision is a zero carbon Cumbria and we strive to bring about a better way of life, in balance with our environment.

Our mission is to empower and enable people, communities and businesses to live and work more sustainably by sharing our knowledge, practice, skills, networks and practical experience. We manage and deliver events, advice, training and practical projects across the county as well as providing specialist consultancy services to enable individuals, communities, businesses and local authorities to drive a shift towards a Zero Carbon Cumbria.

CAfS is an award-winning charity with a team of fourteen highly skilled staff, working with a pool of specialist contractors and volunteers to deliver around 20 major, transformational low-carbon projects each year. CAfS is the leading organisation in Cumbria showcasing low-carbon living, energy-efficiency improvements, renewable technology and reduced use of fossil fuels, both on a domestic scale and in the community. Now in our 22nd year, CAfS is the first point of reference in the county for information on sustainability. CAfS is a

dynamic, pro-active and responsive organisation, continually striving to deliver effective projects that make an impact and drive real change towards a low-carbon future. As such, we continually initiate, scrutinise, refine and launch new projects, accessing funding from a variety of sources or earning income from delivering specialist services.

MAIN PURPOSE OF ROLE:

To work with other team members to deliver the Cold to Cosy Homes Cumbria project to vulnerable households across Cumbria, as well as other energy advice projects.

KEY AREAS OF RESPONSIBILITY:

- Expand and implement the Cold to Cosy Homes Cumbria project across districts in Cumbria – expanding specifically to Carlisle, Allerdale and Copeland districts.
- 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 by phone and through visits to vulnerable households throughout Cumbria.
- 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.
- Coordinate and support our team of professional energy advisors to provide telephone based advice and visits.
- Coordinate installation of energy measures in homes through our trusted contractors.
- Deliver 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.
- Support CAfS' other energy services.

MAIN TASKS

- Build networks with partner organisations across Cumbria and beyond to widen the uptake of CAfS' services by vulnerable groups.
- Collaborate with the energy efficiency manager to strategically develop the project to ensure maximum reach.
- Coordinate advisor schedules for availability for telephone and visit slots.
- Monitor enquiry and referral volumes, response times and performance and take appropriate action to resolve issues.
- Support virtual team of advisors with skills training and coaching in call handling and client visits.
- Handle inbound and outbound client calls with enquiries, bookings and energy advice.
- Visit clients in their homes to conduct energy assessments.

- Assist with implementation and development of our Customer Relationship Management system to handle contacts with clients, team members and contractors.
- Develop other information resources to support the project.
- Deliver a series of energy-saving advice sessions online and at venues throughout Cumbria that help promote services, and actively take referrals.
- Coordinate marketing through a wide range of channels and contacts, with the support of the CAfS marketing manager.
- Research energy-efficiency-related issues and latest schemes to help homeowners with energy saving and fuel costs.
- 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.
- Assist in training a network of volunteer energy champions to promote energy-efficiency advice in their locality.
- Support delivery of energy measures and draughtproofing services to homes, by promoting to clients, handling referrals, and liaising with other partners and organisations that provide client visits and fitting service.
- Provide monitoring and evaluation of activities to meet reporting processes, measure success and inform future funding bids.
- Act as a conduit for information to individuals on wider CAfS projects.
- Collaborate at times with the wider CAfS team to carry out other relevant tasks or projects required from time to time.
- Contribute to the ongoing work of CAfS generally, including attending appropriate networking meetings, team meetings and training sessions.

Person Specification

Essential skills and attributes:

- Demonstrable skills and experience of providing high-quality customer service in a service-delivery environment.
- 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.
- Excellent communication skills, to network and reach out to communities and organisations supporting vulnerable customers and to provide clear energy-efficiency advice.
- Good knowledge of energy saving in homes, and the issues that vulnerable people can have in heating their homes.
- 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.
- Demonstrable knowledge and understanding of sustainability issues and an interest in the objectives that CAfS seeks to deliver.
- Ability to deliver workshops and speak confidently to small groups.
- Experience of planning, organising and scheduling events.

- Good written communication and IT skills.
- Ability to work to tight deadlines and juggle multiple priorities.
- Ability to work flexibly including evening and weekend working by agreement.
- Ability to travel independently throughout rural Cumbria.

Desirable criteria

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

- Experience of contact centre coordination roles, including scheduling, call monitoring or similar in a customer service delivery role.
- Experience providing energy saving advice.
- Experience of working in or with local authorities, housing association tenants or organisation supporting households and knowledge of social housing.
- Experience providing services to vulnerable households.
- 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.
- Budgeting and project management experience.
- Experience of securing grant funding and tenders.

If you would like more information about the role, please email:
caroline@cafs.org.uk.