



Job Description for Project Officer – Cold to Cosy Homes Cumbria

March 2024

EMPLOYER: Cumbria Action for Sustainability (CAfS)

LOCATION: Contractually based at our office, Eden Rural Foyer, Old London Road, Penrith, CA11 8ET, however we are open to flexible working patterns and blended home, site and office working.

REPORTS TO: Project Manager – Cold to Cosy Homes Cumbria

HOURS: 22.5 to 37.5 hours a week, with flexibility to work across 3, 4 or 5 days. The working times are flexible but must include core office hours of 10am-3pm unless agreed otherwise. There may also be occasional need to work evenings/weekends for event or meeting support.

START/END DATE: Start as soon as possible. Fixed-term contract to 31 March 2025 (with potential for extension subject to funding).

SALARY RANGE: £23,000 to £29,000 per annum full-time equivalent, (e.g. £18,400 to £23,200 for a 30-hour week) depending on skills and experience.

LEGAL RIGHT TO WORK: You must have a legal right to work in the UK as CAfS is not in a position to act as a sponsor.

APPLICATIONS BY: Apply using the CAfS application form. CVs will not be considered. **Application forms must be received by 9am on 10 April**

INTERVIEWS: TBC

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.

Cold to Cosy Homes is expanding its service to deliver more free home energy advice support across all districts of Cumbria. The service supports vulnerable people who may be living in cold, draughty, or damp homes and includes:

- Advice about home energy efficiency by telephone and in-home by trained CAfS employees and contractors.
- Events and training about home energy efficiency for householders and volunteers.
- The installation of energy efficiency measures such as low energy light bulbs, radiator reflector panels, under door draught excluders, and so on.

This job description is not exhaustive but is provided to assist the postholder to know what the main duties are. It may be amended from time to time without change to the levels of responsibility appropriate to the grade of the post and in discussion with the postholder.

MAIN PURPOSE OF ROLE:

This role is to:

- Provide home energy advice in clients' homes, by telephone and through events to clients across Cumbria.
- Instigate and progress engagement opportunities.
- Develop and maintain relationships with external stakeholders including charities, local authorities and voluntary organisations.
- Deliver outreach activities within community settings and events, promoting the service and providing light touch advice.

KEY RESPONSIBILITIES AND TASKS:

- Delivering energy advice by telephone, online, in-person at people's homes and at events in Cumbria.
- Provide a high quality of customer service, building a friendly rapport with clients and a strong and credible reputation for Cold to Cosy Homes and CAfS.
- Travelling independently around Cumbria to deliver the service within communities.
- Delivery of remote advice via social media, webinars and online training for stakeholders.
- Maintain effective communication with relevant stakeholders to develop the Cold to Cosy Homes service.
- Contribute to review and development of the service, supporting Cold to Cosy Homes Project Manager.
- Assist the Cold to Cosy Homes team in supporting our team of advisors.

- Contribute positively to peer learning across our team of in-house and contractor energy advisors, through dissemination of knowledge and experience.
- Research new ways to support our clients to save energy and afford to heat their homes.
- Contribute to the ongoing work of CAfS generally, including attending appropriate networking meetings, team meetings and training sessions.

Person Specification

Essential skills and attributes:

- Skills and experience of providing high-quality customer service.
- Experience of working with a diverse range of people and communities.
- Understanding of the issues households at risk of fuel poverty may face heating their homes.
- Knowledge and understanding of sustainability issues and an interest in the objectives that CAfS seeks to deliver.
- 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.
- Ability to use remote working systems such as Teams, SharePoint and Microsoft Outlook
- Good written communication and Microsoft Office skills.
- Ability to work to tight deadlines and juggle multiple priorities.
- Ability to work flexibly including evening and weekend working by agreement in advance.
- Ability to travel independently throughout rural Cumbria.
- Apply for DBS check.
- Willingness to undertake City & Guilds Level 3 Energy Awareness training and exam, as prerequisite for giving energy advice as part of the service.

Desirable criteria

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

- Knowledge of domestic energy saving, the domestic energy market, tariff comparisons and switching, renewable energy and other schemes to help people save energy and afford their energy bills.
- Experience of providing energy saving advice.
- Experience of working in or with local authorities, housing association tenants or organisation supporting households.
- Ability to deliver workshops and speak confidently to small groups.
- Experience of providing services to vulnerable households.

- A qualification in providing energy advice – such as City & Guilds Level 3 Energy Awareness.
- Experience of working with people from a wide variety of backgrounds, including vulnerable individuals and community groups.
- Experience of working in a dispersed team and using Microsoft Teams or similar.
- Practical experience of improving energy efficiency in domestic settings.
- Demonstrable ability to build networks rapidly.

CAfS are passionate about giving opportunities to those who might not be able to demonstrate all the skills and attributes for the role, which is why we seek applicants who can adapt and demonstrate the aptitude to learn.

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