

SOUTH NORTHANTS VOLUNTEER BUREAU (snvb)

PARTNER TO NORTHAMPTONSHIRE ENERGY SAVING SERVICE (NESS)

PROJECT COORDINATOR

To help reduce fuel poverty across Northamptonshire, we're looking for a driven, enthusiastic energy deal champion. Working with households and communities, you will enable people to benefit from cost-saving bulk-buying schemes; tariff switches; and, from Priority Services Registration and Warm Homes Discount Schemes, when applicable.

South Northants Volunteer Bureau (snvb) needs a highly skilled and energetic individual to be responsible for delivering our role in the community-focussed NESS project across Northamptonshire (lead agency, CLS: Community Law Service).

The focus of the job will be to work in selected communities to identify and help vulnerable low-income households (in particular those in poor housing stock with insufficient heating and experiencing fuel poverty).

The role will be undertaken through a community-based outreach approach, breaking down any potential barriers to support services, encouraging householders to take up tariff reviews and switching; and, signposting them to NESS partners, including CLS, Care & Repair and Citizen Advice Service Corby & Kettering.

COMMUNITY ENGAGEMENT:

- **Community Outreach Vehicle:** you will oversee deployment of our unique outreach vehicle; with wi-fi and confidential office space, it provides a mobile community hub for NESS staff and clients. Supervising a colleague driver, you will ensure the vehicle is maintained as a safe, accessible and comfortable working environment for its users.
- **Community Events:** You will encourage wider community engagement by holding community events throughout the winter months (in particular, during times when the vehicle cannot be deployed)

NOTES: The role includes ambitious targets related to community engagement and tariff switching, requiring the post-holder to monitor and evaluate the effectiveness of engagement; and to contribute to overall project evaluation. Using a secure web-based case management system, the job holder will record details of client referrals, outputs and outcomes, to enable monitoring and review by the lead agency and project funders of pre-agreed outcomes and case studies.

We are looking for someone with

- Experience of community working and the ability to relate to people of different age groups and personal circumstances to engage their interest
- Self-motivation and experience of undertaking outreach work

- An understanding of issues faced by low income households, particularly in relation to household fuels, energy usage and affordable warmth
- An understanding of tariff options available to low income households; eligibility for energy provider benefits and discounts; and, the ability to explain those options to a diverse client base
- Experience of using website comparison searches and of supporting people to benefit from the best deals available to them, with regard to their personal circumstances.
- Energy efficiency training or awareness/interest and willingness to obtain qualification
- Ability to promote and market the tariff reviews and switching offer, within the confines of the partnership project
- Full driving licence and access to vehicle for work use
- Experience of project delivery and reporting of information
- IT skills (Word, Excel, Outlook, online database systems)

General Skills - Essential

- Self-motivated and able to work on own initiative
- Positive and friendly approach to householders, representative agencies, colleagues
- Effective verbal and written communication
- Good organisational skills
- Ability to work occasional evenings and weekends
- Full car driving license with access to a vehicle insured for business use

Experience – Desirable

- Knowledge of home energy efficiency
- Client facing experience of advice or customer service
- Delivery of community projects

Qualifications – Desirable (training will be provided)

- City and Guild Energy Awareness 6281 01
- Project management, monitoring and evaluation
- Delivery of community projects
- Event management
- Public speaking