

MARCHES ENERGY AGENCY
The Pump House
Coton Hill
Shrewsbury
SY1 2DP



7 July 2020

(Closing deadline for applications - Weds 5 Aug, interviews Tues 11 and Weds 12 Aug 2020 – either by zoom or in office)

Energy Adviser – £17,400-£20,500

Assistant Project Manager - £18,900-£21,965

Office Manager - £17,400-£20,500 – part time role only

About Marches Energy Agency

Marches Energy Agency - www.mea.org.uk - has over 22 years of experience in helping householders keep warm and well at home. We are an independent, Shropshire-based charity and offer a niche role in the health and housing landscape that is opening exciting opportunities with a wide range of partners, around health, social care, home energy efficiency and climate change.

Vulnerability is around age – both old and young – health and limited financial means, all of which can make keeping warm at home a challenge. There are still too many people living in these conditions. These people are at the centre of our work as we support them to live more securely at home.

As our service continues to develop, our small, friendly team is now seeking to add enthusiastic, motivated and compassionate staff to help us grow and support more householders in need. We are looking to fill the following roles:

- Energy Advisor: 1-2 jobs - £17,442- £20,500, depending on experience.
- Office manager: part time job at 0.2-0.5 days per week, ideally combined with one of the Energy Advisor posts - £17,442- £20,500, depending on experience.
- Assistant Project Manager: 1-2 jobs £18,900-21,965, depending on experience.

Energy Advisor

The role: As one of our Energy Advisors you will work as part of a small team to support householders on our telephone service. The service is un-scripted and caller-led. The advice and support you will give will vary, but will include providing guidance around tariff switching, fuel debt advocacy, heating controls, energy bills, energy efficiency measures, renewable energy options and grant funding. You will then be expected to guide householders into the best pathways, and support them subsequently to achieve the right outcomes. As policies

and initiatives are often changing, you will be expected to maintain an up-to-date knowledge of the various options and referral routes open to householders. You will also be expected to provide advocacy support for householders facing more complex personal circumstances at home. Finally, you will also be expected to work with our network of installers to support householders to get energy efficiency measures installed.

Person specification:

To fulfill this post MEA is looking for you to:

- Deliver outstanding customer service.
- Be a good communicator able to listen and empathise with a range of householders, and to respond with accurate and appropriate advice and support around energy efficiency, on the phone.
- Be a good team player able to work both as part of a small team, but also unsupervised.
- Have excellent organizational and time-management skills.
- Be able to show a reasonable level of understanding of energy efficiency in the home, and a clear willingness to learn more.
- Be competent in the use of MS Teams, outlook, access and word etc.
- Ideally demonstrate that you have relevant work experience gained either through the charitable, health or social care sectors, or through the business world, be this part time or full time.
- To demonstrate a willingness to learn and be flexible.
- Be able to demonstrate a clear commitment to, and understanding of our climate and ecological crisis.

Training: On the job training and support will be provided to you. This will include a combination of undertaking a Level 3 NVQ in energy awareness, to help prepare you for your new role, as well as day-to-day supervision to ensure you feel comfortable and supported in your work. You will also be expected to undergo a basic DBS check.

Pay: £17,442 – to £20,500 pro-rata per annum; optional employer pension of up to 5%; work travel costs paid; opportunity to benefit from a team-related annual performance bonus.

Assistant Project Manager

Role: We are looking for 1-2 new assistant project managers who have the potential to grow into project managers within 1-2 years. At this point we will expect you to have the capability and experience for taking responsibility for all aspects of a particular project. These roles would work with our existing team of experienced project managers initially to deliver on discreet parts of our existing projects. These are very broad around the themes of fuel poverty and energy efficiency, but will be focused through the lens of supporting householders struggling with a cold home. We are also seeing a marked shift towards the need for a whole house approach to home retrofit, and so an alignment with the low carbon agenda too. It's not essential, but if you have experience as a Domestic Energy Assessor, Retrofit Co-ordinator and around buildings and energy, we would welcome that. Your work will be varied and could include working with Local Authorities, Housing Associations, other

charities, installers and energy companies to deliver projects. Initially you will take on discreet project roles around organizing and delivering events, undertaking project promotion, report completion, attending meetings, bid writing, budget and target management and building wider working relationships with other partners and organisations. You will also be expected to support householders directly on the phone providing advice and support as per the Energy Advisor role above.

Person specification:

To fulfill this post MEA is looking for you to:

- Demonstrate an understanding of the different elements that go to make up a project (they are all listed above), and a strong commitment to taking ownership of a project once you have more experience.
- Be a good communicator able to listen and empathise with a range of householders, and to respond with accurate and appropriate advice and support around energy efficiency, on the phone.
- Be a good team player able to work both as part of a small team, but also unsupervised.
- Have excellent organizational and time-management skills.
- Be able to show a good level of understanding of energy efficiency in the home, and a clear willingness to learn more and be flexible.
- Not essential, but if are a Domestic Energy Assessor, retrofit Co-ordinator or similar, these could be useful additional skills we could build upon.
- Be competent in the use of MS Teams, outlook, access and word etc.
- Be able to demonstrate a clear commitment to, and understanding of our climate and ecological crisis.
- To hold a degree or equivalent level qualification/ experience.

Training: On the job training and support will be provided to you. This will include a combination of undertaking a Level 3 NVQ in energy awareness, to help prepare you for your new role, as well as day-to-day supervision to ensure you feel comfortable and supported in your work. You will also be expected to undergo a basic DBS check.

Pay: £18,900-21,965 pro-rata per annum; optional employer pension of up to 5%; work travel costs paid; opportunity to benefit from a team-related annual performance bonus.

Office Manager

Role: This part-time role would best complement the Energy Advisor or Assistant Project Manager role. It is expected that you would be flexible in terms of the time spent on it, depending on the need within MEA for energy advice support and back office support. Likely tasks as the Office Manager will include over-seeing and keeping policies up to date; reviewing IT and office support costs and preparing recommendations for alternative options; overseeing file weeding, ensuring our H&S is up to date and running other office functions as required. It's not a book keeping role as this position is already filled, but you will be expected to work closely with the book keeper, and the Director to ensure back office functions run smoothly, allowing staff to focus on householder support.

Person specification:

To fulfill this post MEA is looking for you to:

- Have previous similar experience of an office management role.
- Be a good team player able to work both as part of a small team, but also unsupervised.
- Have excellent communication, organizational and time-management skills.
- To be proactive in identifying areas that need addressing and to bring forward recommendations.
- Be competent in the use of MS Office, outlook, access and word etc.
- To demonstrate a willingness to learn and be flexible.
- Be able to demonstrate a clear commitment to, and understanding of our climate and ecological crisis.

Pay: £17,442 – to £20,500 pro-rata per annum; optional employer pension of up to 5%; work travel costs paid; opportunity to benefit from a team-related annual performance bonus.

Common to all 3 roles:

Location: MEA's Shrewsbury office next to the River Severn, or home working.

Hours of work: Flexible but between 22.5 and 37.5 hours per week. To be negotiated.

Leave: 24 paid days pro-rata per annum + bank holidays.

Duration: One-year contract with opportunity to extend further, subject to funding.

Application process: CV and covering letter explaining why you are interested in the job(s) and how you meet the specification. In your letter please make it clear which job(s) you are interested in. Send to Simon Ross, Director – simon@mea.org.uk by 8am on Wednesday 5 August 2020. Interviews will be on Tuesday 11 and Wednesday 12 August 2020 at our Shrewsbury office (or possibly by zoom). Successful applicants will start in early Sep.