

MARCHES ENERGY AGENCY

The Pump House
Coton Hill
Shrewsbury
SY1 2DP

www.mea.org.uk



Deadline for applications: Fri 16 October 9am

Interviews: Thursday 22 October in Shrewsbury office, or by zoom (c-19 dependent)

Project Manager: Whole house retrofit and fuel poverty

Marches Energy Agency - £22,185 to £26,854

About:

Marches Energy Agency (MEA) has over 23 years of experience in tackling climate change and fuel poverty, working with householders and communities. We help keep householders warm and well at home; whilst also working with community groups taking practical action to address the climate emergency. We are an independent, Midlands-based charity working with a wide range of partners around climate change, health and social care.

To find out more visit www.mea.org.uk. Alternatively look at our annual reports on the charity commission website.

We are working in a fast-changing environment. In the last 2 years we have seen a resurgence in our climate emergency, especially at Local Authority and community group level. We are also seeing significant upheaval because of c-19 which is creating a strong demand for our fuel poverty services. New funding is flowing under the Government's various economic stimulus packages around Green Homes Grants and social housing which is creating further significant opportunities. Through all three strands – climate emergency, fuel poverty and c-19 stimulus, there is a trend towards a whole house retrofit approach, which for us centres on people first, many of whom are vulnerable, and secondly on the home they live in. Whilst this currently has a fuel poverty focus, and will do so for a long time to come, we also sense a move towards opportunities with those who can afford to pay. This is all exciting, but the size of the challenge we face is enormous. At the same time we have to remain realistic and focused on supporting primarily fuel poor householders as best we can, with the opportunities, funding streams and policies open to us now.

MEA is now looking for a new project manager who understands this landscape, and who can help us navigate a way through. In doing so, you will help us develop our relationships with our current and new installers; support the development of a whole house retrofit approach within MEA focused primarily on fuel poor householders; support delivery of existing projects such as Local Authority Delivery, First Time Central Heating, ECO etc; and where possible help us develop a whole house approach for able-to-pay householders.

Specific skills:

To fulfill this post, MEA is looking for you to have essential and desirable skills as follows:

Essential:

- Be passionate about environmental issues and fuel poverty, and to demonstrate a track record in this work.
- Have experience of working with home owners, tenants or landlords in developing and installing energy efficiency and/ or renewable energy technologies.
- Experience of working with Local Authorities, Housing Associations, university or with buildings in some way.
- Demonstrate a technical proficiency around energy and homes such as a Domestic Energy Assessor, asset manager or building professional experience. Alternatively you could be an installer of sustainable energy measures, a retrofit coordinator/ assessor or similar.
- Be able to demonstrate your ability to put the householders needs – many of whom will be vulnerable – at the heart of your support for them.
- Be able to demonstrate strong project management skills
- Have excellent written and verbal communication skills.
- Be self-motivated and able to work independently.
- Be highly organized with good time-management skills.
- Be a good team player, able to work as part of a small, geographically dispersed team.
- Be skillful with IT, including the use of Outlook, Word, Excel and Access.
- Hold a clean driving license.

Desirable:

- Be competent in using CRM tools to maintain customer details.
- Experience of applying for grants and tendering for funding.
- Have experience of line management.
- Have experience of organising and delivering events and training, both internally to staff and colleagues, but also externally for communities and organisations around energy efficiency, renewable energy, fuel poverty, whole house retrofit.

Major Tasks and Job Activities:

- In partnership with the Director, and other staff, help build and strengthen MEA's whole house approach to retrofit primarily for fuel poor householders, but also for able-to-pay. To do this in the full understanding of MEA's current work, strengths and limitations.
- With colleagues, deliver discreet projects supporting fuel poor households and energy efficiency and renewable energy measures.
- Provide outstanding customer service to vulnerable householders over the phone, on-line, during home visits and the installation and post-installation of measures.
- Build relationships with installers, architects, and other housing professionals, with the purpose of providing a better service for vulnerable householders.
- Build a long-term understanding of the effectiveness of the measures installed in terms of householder experience, healthy homes (in-door air quality/ ventilation etc), energy and carbon savings.
- Maintain and develop existing relationships with a wide range of Local Authority, Housing, third sector and business organisations, across the Midlands, and develop new ones as opportunity allows.

Pay: £22,185 to £26,858 depending on experience. Optional employer pension of up to 5%; travel costs paid, and an opportunity to benefit from a team-related annual performance bonus.

Location: Office-based in Shrewsbury, or home -based, ideally in the Marches, but not essential.

Hours of work: 30-37.5 hours per week which can be worked flexibly. Some evening and weekend work required, but Time Off In Lieu can be taken.

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

Duration: Permanent.

Application process: Please send a CV and covering letter, explaining why you are interested in the job and how you meet the specification, to Simon Ross, Director – simon@mea.org.uk by 9am on Friday 16 October . Interviews will be held on Thursday 22nd Oct in either MEA office or by zoom, (subject to Covid-19). The successful applicant will start in early November.

For an informal discussion about this role please contact Simon Ross on simon@mea.org.uk

We look forward to hearing from you.