



## Change our world for the better. Change yours too.

### Energy Advice Officer – Community Energy Empowerment Programme (CEEP)

Fixed term to 31<sup>st</sup> March 2027 | Salary: £28,062 | x 2 roles at 35 hours per week | Based Forth Valley & The Loch Lomond and Trossachs National Park area

We will consider job share for this role

### Interested in joining us? Fantastic!

Let us tell you what we're about, what we can offer and what we're looking for. If it sounds like you (and you like the sound of us), then tell us more about yourself: **email us your CV and attach a word document that explains why you'd like to work for us and what you can bring to the role (500 words max). We will need both by midnight 16<sup>th</sup> March 2025.**

**Please note that we are aiming to interview successful candidate's w/c 24<sup>th</sup> March.**

But if you're not sure, talk to us anyway.

All our projects are about fulfilling potential and we feel the same about our people too. So, don't worry if you don't have everything on our wish list. Everyone brings different qualities and we just might be looking for yours.

### Who we are

We're experts in helping communities live more sustainably – making social and environmental change happen, project by project, so people and our planet can thrive.

We believe powerful change can be simple to make: small steps everyone can take to make their own lives better can help our world towards a healthier, more sustainable future too.



We make that change happen project by project. Each one we run focuses on the things that matter to those they support across our core themes of Climate, Active Travel, Food & Growing, and Energy.

But we never tell anyone what to do. We meet people where they're at. We show communities what's possible. We help them figure out what works best for them. And we give them the skills and confidence they need to make good things happen.

That's how we're changing our world for the better, project by project. It's how we help people, communities, and our planet thrive.

### **What we do: Our projects**

Our projects are making change happen – showing people how to take everyday steps that help them, their communities and the planet. Whether they just need a little support or don't know where to start, we get them going and keep them moving. Our projects are inclusive, engaging, educational and fun. They let people learn, achieve and make positive change with lasting effects. Step by step. Project by project.

### **What we offer**

We treat our people like the communities we serve: we want to help them thrive. So, we offer competitive salaries, up to 35 days leave a year including Bank and Public Holidays, and an attractive pension scheme. We're family-friendly, with generous maternity pay and family leave provision, flexible working opportunities, and a commitment to helping everyone achieve the work-life balance they need. We're inclusive too, promoting diversity and prioritising equality for all. We offer professional and personal training, support volunteering and provide access to counselling services. And, of course, we have a cycle to work scheme to help you travel sustainably and stay healthy.



*See the full list of staff benefits in appendix 1.0*

### **What you'll do**

As our Energy Advice Officer, you'll work with FEL colleagues to help community organisations, volunteers and householders to take part in a range of energy saving activities; to help improve energy efficiency and thermal comfort; and adapt to the climate emergency and take local action to mitigate its effects. You'll be responsible for improving energy expertise among current and future community leaders, and for helping them build local engagement around the issue, particularly in areas where it's currently low. You'll help communities create energy saver plans and then gather the evidence and build the networks they need to attract investment and resources to deliver those plans. You will help householders improve energy efficiency through home visits, phone, and in-person advice.

You'll work closely with the FEL Communications team to raise awareness and understanding of the climate and nature emergency, in particular related to energy themes and to grow our FEL membership. You'll then help our members advocate effectively for climate action and amplify the voices of their communities in pushing for change specifically relating to energy themes. You'll also be involved in recruiting, retaining and supporting volunteers, and will manage up to 15 of them directly.

Your base will be at our main Stirling offices, but we support hybrid and home working too. This role involves travelling to community centres and private residences across the Forth Valley. You'll also need to be able to work evenings and weekends from time to time. Please note that this role includes providing householder advice in their homes.

**This role requires full PVG checks.**



*See the full job description in appendix 2.0*

### **What we're looking for**

We're a diverse bunch at FEL and welcome applications from people of all backgrounds. What we all have in common, though, is a commitment to changing lives and protecting the planet. So, we're looking for someone with that same determination to make a difference and who shares our values too – we're grounded and practical, creative and influential, collaborative and connected.

This is a key role for us, so you'll need at least three years' experience of coordinating projects and managing people, as well as good knowledge and experience of the community, energy and voluntary sectors, community engagement and development, and the climate and nature emergency. If you can add managing volunteers to that list, even better.

We'll want you to be an excellent communicator and super-organised, great at planning, budgeting and managing relationships too. Solid IT skills and knowledge of Microsoft Office programs are another must, and you'll need to be able to work flexibly, to tight deadlines and both on your own initiative and as part of a team.

Enthusiasm and commitment are essential to every role at FEL, and we're also looking for decision makers, problem solvers and creative thinkers who are energetic, pro-active and always happy to get their hands dirty – often literally!

FEL expects all employees and volunteers to share its commitment to safeguarding and promoting the welfare of children and vulnerable adults.

*See the full person specification in appendix 3.0*



### What next?

If this sounds like you – and you like the sound of us – then please apply: **email us your CV and in a word document explain why you'd like to work for us and what you can bring to the role (500 words max). We will need both by midnight 16<sup>th</sup> March 2025.**

**Please note that we are aiming to interview successful candidate's w/c 24<sup>th</sup> March.**

If you'd like to chat about the role or how your skills and experience might fit, then do get in touch: email [emily@felscotland.org](mailto:emily@felscotland.org) to arrange a time to talk.

FEL is an Equal Opportunities Employer and a Registered Charity. We promote equality, diversity and inclusion in our workplace and actively encourage applicants from all backgrounds to apply for vacancies. We are particularly keen to hear from ethnically diverse and disabled candidates, who are currently under-represented in our workforce.

## Appendix

### 1.0 Full Staff Benefits

- A competitive salary
- 20 days annual leave and 10 days paid Bank and Public holiday entitlement, to be used at individual discretion. An additional one-day annual leave is provided for each year of service, up to a maximum 5 years
- Attractive pension scheme with 5% employer contribution
- Generous Maternity Pay with company Paternity/Adoption Leave, Miscarriage, Parental Bereavement and Compassionate Leave. Maternity pay is 6 weeks full pay, 6 weeks half pay then statutory
- A range of excellent family friendly policies, including those that promote a work life balance



- An inclusive workplace which strives for equality, diversity and inclusion for all. For example, we are part of the Scottish LGBTI+ Rainbow Mark initiative
- The potential to work in a hybrid way to support work life balance, where appropriate and meeting business needs
- Flexible working hours, including support of walking meetings
- Access to personal and professional training
- A commitment to develop our workplace through quarterly team events

#### **A wide range of employee benefits available to you:**

- Access to Cycle to Work Scheme, up to the value of £1500
- Staff will be allowed up to 2 days paid leave annually, to participate in voluntary activities during working hours
- Access to counselling services to support mental health in the workplace
- Provision of quality protective clothing required for your role
- Access to professionally qualified bicycle mechanics to ensure you and your family stay cycling
- To be a part of and contribute to a service that is committed to strengthening its place in communities and supporting public life and better outcomes for local communities.

## **2.0 Full Job Description**

### **Key Role Objectives**

- To deliver energy advice for FELs Community Energy Empowerment Programme for which the post holder has responsibility, achieve outputs and outcomes as agreed with project funder.
- Provision of in depth one to one energy casework support for householders referred through the FEL's phone, email or via referrals from Volunteer Energy Activators (Community Volunteer) or Community Partners.
- To identify opportunities to deliver energy presentations to community groups and the subsequent delivery of the presentations.



- Adherence to all call quality standards and all compliance requirements.
- Resolve or escalate individual queries in line with internal processes. Referral to partner agencies such as Home Energy Scotland.
- To update and maintain appropriate household records and necessary data using client management systems to ensure the progress of work towards project targets is monitored and that project outcomes are fully recorded.
- Undertake and record all follow up work to ensure all necessary actions are completed for recorded queries.
- Work with Project Coordinator and team to delivery outputs and outcomes
- Maintain knowledge and understanding through a commitment to on-going development and learning.
- to a wide range of stakeholders, but in particular communities, on climate action.
- Directly responsible for working with community organisations, to improve energy literacy, in emerging or current community leaders.
- Recruit, induct and train Volunteer Energy Activators VEAs whom support energy saver plans within communities, help develop and support the VEA's.
- Directly responsible for helping communities especially those who have spaces (e.g. community hall) to develop organisational energy saving plans, and support them to deliver these.
- Directly responsible for helping communities gather community energy engagement and data to provide evidence to garner investment, resources, support and collaboration to deliver their climate actions.
- Help to develop package of energy related tools & guides to be shared via FEL's library for example Thermal Imaging Camera
- Help to deliver training, capacity building and networking opportunities.
- Increase Community led Climate Action in the Forth Valley and National Park region.



- To contribute to the delivery of other FEL work programmes and projects as may be required.
- Any other duties that may be agreed from time to time.
- Communicate effectively

### **Organisational Responsibilities**

- Maintain a safe working environment ensuring your own personal safety and the safety of others.
- Act as an ambassador for the organisation
- Always promote and present the organisation in a positive manner.
- Ensure consistent branding across all FEL communications.
- Provide regular appraisal of project deliverables, attend project team meeting and full team meeting, preparing feedback.

### **3.0 Full Person Specification**

**E = Essential D = Desirable**

#### **Qualifications**

- Three years' experience in energy advice work or equivalent (E)
- City and Guild Energy Awareness Level 3 or equivalent. (E)

#### **Knowledge/expertise**

- Knowledge of the Community and Voluntary sectors (E)
- Knowledge of Energy Advice and Energy Efficiency (E)
- Knowledge and experience of climate and nature emergency (E)
- Knowledge and experience of Carbon/ Ecological Footprint or utilisation of comparable tools, for example financial budgeting (D)





- Knowledge of Thermal Imaging Camera, and useful technology (D)
- Volunteer management experience (D)
- Community energy fundraising experience (D)

### *Skills/abilities*

- Excellent interpersonal skills (E)
- Excellent verbal and written communication (E)
- Operating and utilising Thermal Imaging Camera (D)
- Use of Microsoft Office packages: Access; Word; Excel; Publisher and Outlook (E)
- Understanding of computer software programs and excellent IT knowledge and skills including networking, databases, email (E)
- Understanding of and ability to develop and work with policies and procedures of an organisation (E)
- Proven project organisational skills, planning, strong ability to multi-task (E)
- An ability to prioritise, plan and organise work in a busy environment (E)
- Willingness to work flexibly in response to changing organisational requirements (E)
- Able to work under own initiative and as part of a team (E)
- Able to deliver outcomes within a timeframe (E)
- An understanding of health and safety issues in the workplace (D)
- Ability to promote services using a range of tools including web-based (E)
- Experience of monitoring and evaluation and reporting (D)
- Awareness of the provisions of the General Data Protection Regulation and be able to apply these within the organisation (D)

### *Personal attributes*

- Enthusiasm and commitment (E)
- Excellent communicator (E)



- Able to make decisions (E)
- Problem solver with a hands-on approach (E)
- Flexibility (E)
- Energetic and proactive (E)
- Creative thinking and foresight (E)