

Job description

Job title	Programme Coordinator
Job location	Home working
Salary	£24,000-£27,000 dependent on experience
Hours	Full-time (flexible working and job share considered)
Contract	Until end of March 2025 (potential to extend)
Benefits	Basic pension; 25 days holiday (pro rated if job share) + bank holidays
Reporting to	Impact & Development Director
Legal right	You must have a legal right to work in the UK as Burnham & Weston Energy cannot act as a sponsor
Applications by	9am Tuesday 31st October (please use the application form – CVs and cover letters will not be accepted)
Interviews	Expected during the week commencing Monday 6 th November

About Burnham & Weston Energy

Burnham & Weston Energy CIC is a not-for-profit community energy enterprise run by a small team of volunteer Directors. We own a 9.3MW (that's 36,000 solar panels!) solar farm in Lympsham, Somerset. It is one of the largest community solar projects in the UK, generating electricity for the equivalent of over 2,000 homes.

We use the profits from selling the electricity we generate to benefit our local communities. Through our Sunshine Fund, we want to support projects run by local groups that will help local people use energy more efficiently. We also support and help to fund energy upgrades and retrofit of community buildings and run programmes that help local households struggling with fuel poverty.

For more information about Burnham & Weston Energy, [see our website](#).

Programme Coordinator – role description

Are you passionate about helping lift people out of fuel poverty? Are you a self-starter, with proven project coordination experience and driven by the positive results you enable? Can you work enthusiastically supporting multiple partners in a wide-ranging role?

You are the person we're looking for.

As our Programme Coordinator you will:

1. Work at the core of our ambitious Energy Champions programme

Made possible by funding from Somerset Community Foundation and our partnership with Age UK Somerset, Citizens Advice Somerset, Citizens Advice West Somerset, and West Somerset Green Forum, we are together creating a vibrant network of Energy Champions with a twist. Our Energy Champions deliver practical help that means older people on low incomes will find it easier to keep their homes warm and reduce their energy bills. With the needs and wellbeing of people at their heart, they will also be a vital cog, playing their part in connecting people in need of food, help with their health or home with other support with the extensive help available through our local communities.

You will dedicate three days a week to this programme.

2. Enable the delivery of our Home Energy Saving Service

Working with our partner LEAP, we deliver Home Energy Advice to benefit householders of all ages across Weston-super-Mare, Burnham-on-Sea, Highbridge and the surrounding area and currently support our partners in West Somerset. Through this programme we help households in greatest need to keep their homes warm and reduce their energy bills.

3. Support the delivery of our other programmes and services

From time to time, we may ask you to support to our other programmes and services. These include our Community Building Energy Efficiency pilot scheme and our Sunshine Fund.

Accountabilities

A valuable member of the team, you will work closely with Burnham & Weston Energy's Impact & Development Director to ensure the smooth delivery of our home energy advice programmes through:

- Working with our partners to ensure everyone in our communities requesting and is eligible for our support, receives it
- Competently managing telephone, email and in-person enquiries from people interested in benefiting from our energy advice services, answering questions, confirming their eligibility and appropriately booking their advice visits or referring to our partners
- Following up Home Energy Advice visits delivered by our advisors to ensure householders are able to implement advice given, and that onward referrals for further energy-related support and funding progress to successful outcomes
- Supporting and maintaining our network of partners and community organisations allowing us to work holistically, connecting resources and support outside of our expertise, to ensure we benefit as many households in need with the scope of support they require as possible

- Enabling our Energy Champions (both our ambassadors and advisors) to carry out their roles effectively, through helping them to keep up to date with knowledge about the support available through our network and accessing appropriate training and events
- Supporting the recruitment of further ambassadors and advisors and the growth of our Energy Champions network to meet any rising demand and householder needs
- Maintain a network of energy information hubs, ensuring the advice they host is up to date and collating requests for support received through them
- Organising and delivering events including pop-up energy cafes and talks to local community groups, to raise awareness about the Energy Champions Network and secure referrals for our Home Energy Advisors
- Professionally representing Burnham & Weston Energy in public at events and giving talks to small groups about our services
- Help to draft and publish promotional content for our website, newsletters and social media and that of our partners
- Accurately maintaining and reporting programme progress and outcome records
- Work to ensure all required programme targets are met and service standards upheld

Skills, Knowledge and Expertise

	Required	Desirable
Knowledge and qualifications	<ul style="list-style-type: none"> • Proven experience in project coordination • Knowledge of working in the community sector • Proven ability to work successfully with multiple partners • Experience of supporting clients and/or service users • Experience of organising events • Excellent verbal and written communication skills • Demonstrable ability to work as part of a team and on own initiative • Able to travel across our geography in a timely and efficient fashion • Comfortable with using IT platforms 	<ul style="list-style-type: none"> • Educated to degree level • Current knowledge of the energy efficiency and fuel poverty space and the roles of the public, private and voluntary sectors in tackling associated challenges • Full clean driving licence and access to a vehicle • Experience of working in a dispersed team and participating effectively in online meetings and via telephone calls
Skills and expertise	<ul style="list-style-type: none"> • Comfortable working at the interface of day-to-day programme activities • Able to deliver tasks against objectives and on time whilst potentially dealing with multiple demands and still create impact 	<ul style="list-style-type: none"> • A knowledge of supporting people in the communities we serve • Experience of giving talks to small groups • Able to write promotional content

	<ul style="list-style-type: none"> • Able to build rapport and maintain relationships with people and organisations in the community • Comfortable working in an agile environment, resilient and determined to succeed • Knowing what it takes to make a positive difference to the lives of people, particularly those who are vulnerable 	
Person specification	<ul style="list-style-type: none"> • Passionate about helping people with motivation and energy to make a difference • Customer focussed • Active listening skills • Composure when faced with difficult situations / scenarios • Solution orientated • Attention to detail • Methodical and organised with ability to multi-task • Accuracy in reporting & administration • Excellent time management • Organised and structured approach to work • Ability to work under pressure and to tight deadlines • Self-motivated, driven, and proactive • Ability to maintain highest level of confidentiality 	

How to apply

To apply for the role

Please apply using our Application for Employment form. CVs will not be accepted. However, should you have any difficulties in using the application form, do get in touch – we will be pleased to discuss how we can best support you in applying for the role.

Please apply by 9am, Tuesday 31st October.

For an informal discussion

If you want to discuss the role prior to your application, **please call Lynda Wookey, our Impact & Development Director, on 01278 558 370 (Mondays, Tuesdays or Fridays) or drop her an email at lynda@burnhamandwestonenergy.co.uk.**