



## JOB DESCRIPTION

Department:	Advice and Support
Job title:	Community Charged Energy Support coordinator
Working Hours:	18 hours per week
Rate of pay:	£31,599 p/a pro rata (£16.88 per hour)
Reports to:	Director of Support & Empowerment
Responsible for:	Volunteers and sessional workers
Location:	Our head office in E12, but also regularly in other venues around the borough of Newham as directed.

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### About the Renewal Programme

The Renewal Programme is a well-established and respected local charity based in the London Borough of Newham. We support those who are facing multiple challenges – they might be a carer, migrant or refugee without access to public funds, suffering with homelessness, experiencing poverty, or unable to communicate in English. We empower people to reach their full potential through offering advocacy, education, temporary accommodation and a wide range of positive activities. We support over 3000 people a year and have been working with Newham communities for over 50 years.

### Our vision

Our vision is of vibrant and integrated Newham communities where everyone has access to suitable jobs, homes, health and education.

### Our mission

Our mission is to stand alongside those who struggle by inspiring hope and offering opportunities for connection, growth and progress.

### Our values

DIGNITY - Treating everyone with kindness and respect.

INCLUSION - A community where everyone belongs.

COLLABORATION - Working together to achieve more.

EMPOWERMENT - Co-creating opportunities for positive change.

## NEWHAM COMMUNITY RENEWAL PROGRAMME LTD

### Main purpose of job

You will lead on the successful delivery of our “Community Charged Energy Support Project” project funded by the London Borough of Newham. This new project aims to help address fuel poverty in Newham by harnessing the power of communities, volunteering and energy experts. The Renewal Programme is leading a consortium of partners including Groundwork London (specifically under their Green Doctors project) and Skills Enterprise to deliver a community led Energy Champions programme that supports at least 300 vulnerable fuel-poor households in Newham to access energy saving advice, better understand their energy bills, and to take up energy support services and grants that are available in the borough. The programme will empower residents in Newham to support their friends, family and wider community around fuel poverty and energy costs. You will work with project partners to identify and provide meaningful energy efficiency and fuel poverty advice and support for the most vulnerable, socially excluded and financially precarious individuals in Newham. You will act as the main point of contact of the project, liaising with project funders, participants, volunteers and other stakeholders. This project will work very closely with our Cadent Foundation funded Energy Champions project which operates on a very similar model. There will be many areas of synergy, including recruiting and training volunteers. This role however will have a much stronger outreach role in order to involve individuals and organisations in other parts of the borough of Newham.

The issues this project has been set up to address include:

- Acute fuel poverty among vulnerable groups
- Educating people about saving energy / behaviour change
- Helping to bring about a more strategic approach to support on fuel poverty
- Practical support and advice
- By-pass mistrust of statutory agencies, some people unwilling to access support
- Language barriers, some people unable to access support
- Social isolation, some people unable to access support
- Digital exclusion, some people unable to access support

### Main duties and responsibilities:

1. To develop, implement and co-ordinate effective delivery of the “Community Charged Energy Support” project as per the Renewal Programmes consortium funding application to the London Borough of Newham in order to support Newham residents affected by fuel poverty.
2. To work closely with project partners the London Borough of Newham, Green Doctors, Skills Enterprise and others, to deliver against the funded project objectives and help develop a more coordinated local approach.
3. To establish a regular outreach programme to raise awareness about the project and opportunities for local residents.
4. To work closely with colleagues on the “Stay Warm in Newham” project.
5. To recruit 15 Energy Champions per year who (following training by the Green Doctors) will provide basic advice and support to local residents and signpost onto the wider support to enable households to achieve affordable warmth. Energy Champions will be recruited from peer communities to help address cultural / language / digital barriers etc.
6. Ensure that all Energy champions receive an induction, training, one-to-one support and where appropriate opportunities for additional training and learning.
7. To work with colleagues to distribute a small scale energy crisis grant support scheme to provide emergency aid to those at greatest risk.

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8. To research opportunities and attend recruitment events to promote Energy Champion volunteering opportunities.
9. To induct volunteers in line with organisational policies and procedures.
10. To co-ordinate access to a Green Doctors training programme to upskill volunteer Energy Champions which will enable them to provide basic energy advice to vulnerable residents.
11. To be the main liaison with Green Doctors and Skills Enterprise.
12. To support and manage the Energy Champions and ensure they fulfil their role, and have a clear understanding of their capacity and function.
13. To provide regular updates to project funders and partners as required.
14. To raise awareness of fuel poverty and encourage wider community engagement by organising community and outreach events.
15. To raise awareness of the wider support services available both within the Renewal Programme and across the borough and help connect residents to the support available.
16. To assist Marketing colleagues with the design of publicity materials for the project.
17. To collect monitoring data for the project including registers of all activities, volunteer engagement, case studies and outreach events, in line with the funding requirements.
18. To ensure our UPSHOT database records and monitoring requirements are kept up to date
19. To contribute as appropriate to the wider work of the Renewal Programme.
20. To undertake any task that may be requested from time to time that may be consistent with the nature and scope of this post

### PERSON SPECIFICATION

#### **Essential:**

- Enthusiastic about the aims and objectives of the Renewal Programme.
- Some knowledge of domestic sustainable energy and affordable warmth issues
- Ability to support, encourage and mentor others
- Ability to facilitate outreach sessions, meetings and workshops and present information to a variety of audiences
- Ability to be self-directing and prioritise between competing demands
- Possess strong organisation and planning skills
- Excellent customer care skills
- Enthusiasm and commitment to environmental and social welfare objectives
- Problem solving skills
- A flexible, dynamic and creative approach
- Be able to carry out professional and effective monitoring and evaluation.
- Be excellent at interacting with our varied client groups, helping them to feel heard and supported.
- A capable leader with the ability to manage and motivate others.
- Good communicator, both written and oral, with a wide range of individuals and groups
- Able to promote the Warm Bank and develop effective relationships with other service providers .
- IT literate – comfortable using IT including outlook (email and calendars), excel and word, and electronic record keeping and appointment systems.

#### **Desirable:**

- Experience of managing an energy efficiency project
- Experience of providing support, supervision and training to volunteers