



JOB DESCRIPTION

POST: Community Energy Advice Officer

DEPARTMENT: Climate & Nature Recovery

REPORTING TO: Climate Change Manager

RESPONSIBLE FOR: No direct reports

GRADE: 4

CONTRACT TYPE: Fixed-term (20 months).

MAIN JOB PURPOSE:

This is an exciting opportunity for a community-focused professional passionate about tackling energy-related challenges and creating a more inclusive, sustainable future. The post holder will support Mid Suffolk's Retrofit and Energy Advice for Communities and Households (REACH) programme to support residents in improving the energy efficiency of resident's homes, reducing energy costs, and contributing to the Council's climate goals.

We believe that effective engagement is essential to delivering a fair energy transition and enabling domestic retrofit at scale. By working closely with local communities and residents, we can ensure that no one is left behind. Our programme takes advice and information out into communities, meeting people where they are to simplify complex issues and connect them to practical support. Your role will be key in building trust, raising awareness, and empowering households to take action.

Individuals will be supported and encouraged to be proactive in their own continuous development, engaging in a range of activities including horizon scanning, networking, training, and keeping updated through various formats.

DUTIES AND RESPONSIBILITIES:

The postholder will support the Lead Officer in delivering community engagement and retrofit activities that promote energy efficiency, carbon reduction, and sustainability across the district.

Community Engagement & Advice

- Support the design and delivery of engagement activities and events.
- Attend local events, providing basic tailored energy and retrofit advice.
- Help build relationships with community groups, parish councils, and resident champions.
- Assist vulnerable households by offering initial guidance and signposting to appropriate schemes.
- Contribute to public communications including social media, newsletters, and printed materials.

Stakeholder & Project Support

- Assist in coordinating work across internal teams, partners, and community-based initiatives.
- Provide timely stakeholder communication and support relationship management.
- Contribute to communication plans, budget monitoring, and funding applications.
- Help track project milestones, identify risks, and escalate issues to lead project officer where needed.

Programme Delivery

- Assist in the delivery of assigned work packages to increase uptake of energy-efficiency and renewable technologies.
- Coordinate activity across overlapping workstreams under Lead Officer supervision.
- Support monitoring, evaluation, and capturing lessons learned.
- Promote behaviour-change initiatives encouraging energy and carbon savings.

Public Engagement & Partnerships

- Support consultation with residents, community groups, and local organisations.
- Assist in planning and delivering outreach activities and public events.

- Coordinate use of mobile engagement assets (e.g., electric van), including setup and demonstrations.
- Work collaboratively with internal teams and external partners to ensure consistent messaging.

Strategic & Service Contribution

- Assist in preparing reports and updates for senior management and stakeholders.
- Support climate resilience, biodiversity, sustainable travel, and wider sustainability initiatives as required.

Specific Deliverables

- Assist in implementing place-based engagement and delivery of energy-efficiency and carbon-saving measures.
- Help identify priority areas, develop local engagement plans, and triage residents for advice and scheme eligibility.
- Support timely and budget-compliant programme delivery, escalating issues when necessary.
- Contribute to monitoring, reporting, and shaping long-term delivery approaches.

Additional information

- a) Does this job require a DBS check? **Yes** (Basic)
- b) Does this job require a valid driving licence? **Yes**- possession of a valid DVLA driving licence is essential due to rural location of the districts
- c) This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The jobholder will participate in training, exercises, response, recovery or other activities to support the councils' statutory duties in relation to emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity. **No**
- d) The post is designated as being politically restricted in accordance with the term of the Local Government Housing Act 1989 and subsequent amendments. The effect of this is to prevent the postholder from having any active political role either in or outside the workplace and automatically disqualifying them from standing for or holding elected office. **Yes/No**
- e) Occasional evening or weekend attendance at events may be required.

This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post's main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.

PERSON SPECIFICATION

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

REQUIREMENTS The postholder must be able to demonstrate:	MEASURED BY: A Application form I Interview T/P Test/Presentation
EDUCATION/TRAINING (Academic, vocational/professional and other training)	
<ul style="list-style-type: none"> • Educated to A-Level or similar qualifications (e.g BTEC, NVQ Level 3) OR equivalent relevant qualification/experience • Desirable to have some training or certificates related to energy efficiency, retrofitting, providing advice on sustainability to members of the public such as but not limited to: <ul style="list-style-type: none"> • <i>City & Guilds Level 3 Award in Energy Awareness</i> • <i>PAS 2035 Retrofit Coordinator or Advisor training</i> • <i>NEA (National Energy Action) courses on fuel poverty and energy advice</i> • <i>Carbon Literacy Certification</i> 	<p style="text-align: center;">A/ I</p> <p style="text-align: center;">A/ I</p>
KNOWLEDGE & EXPERIENCE (e.g. report writing, office experience, Microsoft office)	
<p>Essential:</p> <ul style="list-style-type: none"> • Minimum of a year's experience in delivering energy advice to residents and communities, participation or outreach roles. • Experience working with diverse and hard-to-reach communities. • Ability to demonstrate empathy and provide compassionate, practical solutions to individuals in vulnerable circumstances. • Ability to work independently, take initiative, and demonstrate accountability with minimal supervision. • Ability to help prepare/deliver presentations and reports to varied audiences; strong interpersonal skills. • Knowledge of energy efficiency and retrofit principles, including whole-house and fabric-first approaches. <p>Desirable:</p> <ul style="list-style-type: none"> • Experience coordinating volunteers or having volunteered yourself. • Background in working with community sector organisations, local authorities, or other public sector bodies. 	<p style="text-align: center;">A/ I</p>

<ul style="list-style-type: none"> • Experience facilitating groups or contributing to community initiatives that achieved shared goals or positive outcomes. • Experience in outcomes-based project monitoring and evaluation. 	
<p>SKILLS/ATTRIBUTES <i>(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)</i></p>	
<ul style="list-style-type: none"> • Passion for tackling climate change and delivering measurable impact. • Strong organisational skills and ability to work effectively as part of a team. • Computer literate and competent in the use of standard office systems. • Attention to detail, especially in project management and reporting. • Strong problem solver • Highly organised and able to prioritise effectively • Excellent communicator comfortable with assisting presenting and speaking to a range of audiences • Able to handle challenging conversations and resolve conflict • Collaborative mindset to work across diverse partners and disciplines. • Ability to work on own initiative and act independently to deliver council outcomes. 	<p>A/I</p>
<p>BEHAVIOURS Behaviours will be tested at interview against the Council's values (further detail below)</p>	
<p>Empowering, valuing and developing our people Valuing our customers Being open and honest Taking ownership Being ambitious</p>	<p>I/ TP</p>
<p>EQUALITY AND DIVERSITY</p>	
<p>Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).</p>	<p>A/I</p>



OUR CUSTOMERS

BEING AMBITIOUS

TAKING OWNERSHIP

BEING OPEN and HONEST

OUR PEOPLE



We empower, value and develop our people to work together as one dynamic and efficient team.

We care about delivering high quality, customer-focused outcomes with our communities and partners.

We are open, transparent and truthful.

We take pride in our work and take responsibility for our actions.

We are ambitious, inspiring our communities, taking pride in our places and striving for excellence.