



## Assistant Project Manager

(24 months fixed term contract with scope for an increased term - subject to funding)

**Act on Energy** is a fast growing and dynamic regional energy advice charity. We are looking for a driven and dynamic Assistant Project Manager who can execute our ambitious service delivery plans across the West Midlands region.

We are on a mission to put our customers at the heart of everything we do. So, if you feel you would like to be part of our journey then carry on reading.

### **About the Warmer Homes West Midlands project**

Warmer Homes West Midlands is an ambitious partnership programme, which provides for the very first time a universal, top-level energy advice service for low income and fuel poor households across the seven urban local authorities of the West Midlands; Birmingham, Coventry, Solihull, Sandwell, Dudley, Walsall and Wolverhampton.

We have been up and running for approaching two years now and the service is going from strength to strength. We have just secured more funding to deliver the second expansion phase of the service and our ambitions don't stop there.

Advice and support are delivered by a team of qualified energy advice specialists who run our freephone service. This work is complemented by our team of community development workers who work closely with local communities, driving awareness and interest in our service through the delivery of community events, drop-in sessions, roadshows, and training sessions for organisations we work with. Our person centre approach also extends to home visits for households who need more involved advice and support.

This is a large-scale, high-profile energy advice programme that is actively supported by the West Midlands combined authority. It offers ambitious applicants a fantastic opportunity to make their mark across the region and put our service front and centre in the minds of households and key stakeholders across the region.

***Still interested? Here's a little bit more about what we are expecting from the Warmer Homes West Midlands Assistant Project Manager***

### **DUTIES AND RESPONSIBILITIES**

- ▶ To deputise and manage the provision of the Warmer Homes West Midlands fuel poverty advice service which includes the provision of comprehensive sustainable energy and affordable warmth advice to vulnerable clients and signposting/referring them to relevant grants and schemes for the installation of energy saving measures. A particular area of operational focus on the regions of Dudley, Sandwell, Walsall and Wolverhampton.

- ▶ To manage the ongoing development of the service, including the provision of project evaluation data and the production of periodic reports for our funders.
- ▶ To enhance links with local, regional, and national stakeholders to ensure that project aims are widely known and communicated and that residents receive the most appropriate levels of service
- ▶ To promote and encourage uptake of advice and information services, training courses, workshops, and outreach work throughout the region and to systematically measure the effectiveness of these interventions
- ▶ To promote wider services to both householders and frontline staff of other organisations, including planning, co-ordinating and delivering presentations, events, and training sessions; preparing quotations; and drafting proposals
- ▶ To support the management of budgets provided and set by our funders
- ▶ To maintain and develop information systems and ensure material is updated, collating information from local council, Government departments and other outside agencies
- ▶ To liaise and develop good working relationships and protocols with project delivery partners
- ▶ To plan, organise and deliver events, seminars or training sessions that contribute to wider promotion of the service and its alignment with other key stakeholders and delivery agents
- ▶ To explore and evaluate where new external sources might align, complement and enhance existing service delivery
- ▶ To research and prepare materials and presentations to appropriately represent Act on Energy at local, regional, and national fora. This will include providing technical expertise in the formation of media and press communications
- ▶ To provide line management of community development workers, and energy advice specialists.
- ▶ To support and grow the projects new community energy champions volunteering offer.
- ▶ To support the design and production of communication materials and prepare materials for the website and other media where necessary
- ▶ To help develop, publicise, and run training courses relevant to Act on Energy and the service we provide to local authorities
- ▶ To deal with all correspondence in connection to duties and prepare reports, as necessary.
- ▶ To attend key internal and external stakeholder meetings as required by the project manager.

## PERSON SPECIFICATION

### *It is essential that you have:*

- ▶ A high level of education
- ▶ Demonstratable experience of running larger scale programmes/projects ideally in an energy related or fuel poverty role
- ▶ Some knowledge of domestic sustainable energy and affordable warmth issues
- ▶ Knowledge and experience of housing, health and social care services
- ▶ Ability to communicate, influence and negotiate, at a senior level

- ▶ Ability to facilitate meetings and workshops and presenting complex information to a variety of audiences
- ▶ Possess excellent written skills with regard to correspondence and be able to present information in a clear, concise and jargon free style
- ▶ Excellent report writing skills
- ▶ Ability to prioritise between competing demands
- ▶ Possess strong organisation and planning skills
- ▶ Computer skills including Microsoft word and Excel and previous experience using customer relationship management systems
- ▶ Negotiation and dispute resolution skills
- ▶ Supervisory/management experience
- ▶ Excellent customer care skills
- ▶ Have a proven ability to manage and lead a team and be committed to the success of the whole team
- ▶ Driving licence and own car to use

***It is desirable that you have:***

- ▶ Good general knowledge of energy infrastructure in UK
- ▶ Experience of working in, or in support of, local or other statutory authorities

***In addition to the above we are also looking for:***

- ▶ Enthusiasm and commitment to environmental and social welfare objectives
- ▶ Problem solving
- ▶ Planning and organising
- ▶ A flexible, dynamic and creative approach
- ▶ Other IT skills

**Ok, so now we know you're really interested - what are the next steps?**

We'd naturally love to hear from you if you can show us why feel you're a great fit for this role. To do this, we'll need you to send us your CV outlining your work history and achievements date and covering letter stating clearly how you feel you meet the requirements of the role.

Please ensure that you evidence as many of the above criteria as possible as we will use this to assess if we can take you forward to interview stage.

## TERMS OF EMPLOYMENT

<b>Position*</b>	Assistant Project Manager – Warmer Homes West Midlands project
<b>Location</b>	Office and home based
<b>Salary</b>	Circa - £26,000 - £30,000 depending on applicant and experience
<b>Hours</b>	37.5 hours per week (fixed term until 31 October 2024) may have the potential to extend
<b>Reports to</b>	Warmer Homes West Midlands Project Manager
<b>Manages</b>	Community Outreach Officers, Development Workers, and Customer Service Advisors
<b>Closing date</b>	13 November 2022

\*Subject to six-month probationary period

## OTHER BENEFITS

- ▶ Holiday: 25 days per annum plus bank holidays
- ▶ Workplace Pension Scheme
- ▶ Training provided

## HOW TO APPLY

Please send your CV and cover letter by email to [jobs@actonenergy.org.uk](mailto:jobs@actonenergy.org.uk) (please put job reference WHWM-APM01 in the email's subject) or post your documents to:

FAO Gareth Williams  
Ref: WHWM-APM01  
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