



Volunteer Co-ordinator

(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.

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.

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

Advice and support for householders is 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-centred delivery approach also extends to home visits for households who need more involved advice and support. Our next phase of growth will also establish a volunteering programme where trained community energy champions will work actively in their local communities, building up energy knowledge and self-resilience in these communities.

Still interested? Here's a little bit more about what we are expecting from the Warmer Homes West Midlands Volunteer Co-ordinator

DUTIES AND RESPONSIBILITIES

- ▶ To co-ordinate the structured recruitment of volunteers, advertising, and marketing volunteer opportunities, managing applications, referencing, DBS checks in accordance with our organisational policies and procedures.



- ▶ To assist in the implementation of volunteer policies and procedures
- ▶ To proactively promote volunteering "energy champion" opportunities in the seven urban local authorities in the West Midlands.
- ▶ To work closely with our communications team, community-based project officers, and other partner organisations across the region to ensure that volunteering opportunities are known about and understood
- ▶ To develop and maintain volunteer resources to support volunteers in their work
- ▶ To work collaboratively with our marketing team to develop eye catching marketing materials
- ▶ To research opportunities and attend recruitment events to promote our volunteering opportunities
- ▶ To induct volunteers in line with organisational policies and procedures
- ▶ To identify and coordinate the delivery of internal or external training sessions for volunteers so they can fulfil their community "energy champion" roles
- ▶ To enhance links with key regional and local organisations who promote volunteering opportunities
- ▶ To ensure that volunteering training expenditure is in line with internal budgets overseen by the Warmer Homes West Midlands project manager
- ▶ To liaise with and develop good working relationships and protocols with project delivery partners
- ▶ To deal with all correspondence in connection to duties and report on volunteering numbers and associated community reach as necessary
- ▶ To attend key meetings and events, as required, to support the ongoing development of the volunteering service
- ▶ To provide informal support and mentoring to volunteers as and when required
- ▶ To record additional volunteer training and development needs and explore how these might be facilitated in discussion with the Warmer Homes West Midlands project manager
- ▶ To input all volunteer details and activity onto our CRM system.

PERSON SPECIFICATION

It is essential that you have:

- ▶ A good level of education
- ▶ Demonstratable experience of working either with volunteers or having volunteered
- ▶ Some knowledge of domestic sustainable energy and affordable warmth issues
- ▶ Ability to communicate effectively
- ▶ Ability to support, encourage and mentor others
- ▶ Ability to facilitate 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
- ▶ Computer skills including Microsoft word and Excel and previous experience using customer relationship management systems

Assistant Project Manager - Job reference: WHWM-VCO01

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- ▶ Excellent customer care skills
- ▶ Driving licence and own car to use

It is desirable that you have:

- ▶ Experience of working with volunteers
- ▶ Experience of working in the charitable sector
- ▶ Knowledge and experience of housing, health and social care services

In addition to the above we are also looking for:

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

Position*	Volunteer Coordinator – Warmer Homes West Midlands project
Location	Office based with some scope for hybrid working
Salary	£21,797 pro rata (£13,078 for 0.6 FTE)
Hours	22.5 hours per week (fixed term until 31 October 2024) may have the potential to extend
Reports to	Warmer Homes West Midlands Project Manager
Closing date	13 November 2022

*Subject to six-month probationary period

OTHER BENEFITS

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

Act on Energy
Unit 1.4 Lauriston Park
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HOW TO APPLY

Please send your CV and cover letter by email to jobs@actonenergy.org.uk (please put job reference WHWM-VCO01 in the email's subject) or post your documents to:

FAO Gareth Williams

Ref: WHWM-VCO01

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