

## Engagement Officer

**Location:** Southampton (hybrid working), with regular travel across Hampshire

**Salary (per annum):** £22,500 - £25,500, depending on skills and experience.

**Start Date:** ASAP

**Type of opportunity:** 20 months, 37.5 hours per week

### Overview:

As Engagement Officer, you will deliver a range of activities, working communities, and individuals across Hampshire to raise awareness of affordable warmth and sustainability matters and increase engagement with our advice and support services. In particular, you will support our community outreach activities and engaging stakeholders.

The successful applicant will be an excellent verbal and written communicator with good attention to detail. We are looking for someone who is highly organised, enthusiastic and customer focused, with a passion for helping others.

### About tEC

Established in 1993, the Environment Centre (tEC) is an independent charity that aims to help people keep warm and well in their homes, reduce carbon emissions and improve sustainability. We do this by supporting others to take action, working with individuals, community groups, charities, schools, businesses and local government. We are the trusted local centre for information and support for home energy efficiency and sustainability.

We work across Hampshire and our current projects focus on affordable warmth, air quality, energy efficiency and sustainable living. You can find out more about our work here: [www.environmentcentre.com](http://www.environmentcentre.com)

### We need:

A team player with a passion for helping people. You have the ability to problem-solve and take initiative to successfully implement your own ideas.

Using your strong organisational and communication skills you can engage and inspire diverse groups of people to get involved in affordable warmth and low carbon initiatives, whilst effectively prioritising your work in a busy and dynamic environment.

### **You are:**

- An outstanding communicator with excellent interpersonal skills, you are able to comfortably express yourself verbally and in written text to a variety of different audiences.
- Comfortable delivering a range of engagement activities such as providing information and advice at events and outreach (face to face and virtual)
- A creative and innovative thinker and problem-solver who can formulate ideas and appropriately execute them
- Sensitive to the complexities of affordable warmth and sustainability themes
- Committed and motivated to complete the project and deliver project aims.
- IT literate in Microsoft Office applications
- A conscientious organiser, able to plan and organise your work appropriately.
- Self-motivated, with the ability to work unsupervised and as part of a team.
- Able to motivate others into action and able to build rapport quickly.
- Interested in tackling fuel poverty and encouraging sustainability.

### **In an ideal world, you are also:**

- Familiar with the challenges of providing advice and support to vulnerable households.
- Experienced in organising a range of events, including online, and developing presentation/training materials
- Experienced in project delivery and administration.
- Well versed in affordable warmth topics
- Experienced or hold a relevant qualification in communications or public engagement.
- Experienced in home energy efficiency and affordable warmth projects or hold a relevant energy qualification e.g. relevant degree; City & Guilds Energy Awareness.

### **What's in it for you?**

This is a great opportunity to work for an organisation that is passionate about helping people. You will make a real difference to our customers' lives.

We will provide you with the necessary training for the role and will gain qualifications such as City & Guilds Energy Awareness, Fuel Debt in the Community and Making Every Contact Count Healthy Conversations.

You will have opportunities to develop your communication skills and stakeholder engagement experience. You will gain skills including event planning and project delivery.

We offer hybrid working (a mix of office and home based), a supportive team culture and generous holiday leave.

There may be an opportunity to extend the role beyond the initial contract period; however, this will depend on funding availability, timing, and the success of the post holder in the role.

## **Key Responsibilities and expectations**

- Work collaboratively with colleagues to effectively identify and engage stakeholders in Hampshire communities.
- Deliver a range of initiatives to engage with residents, frontline workers and other stakeholders on affordable warmth and sustainability.
- Organising and running events, delivering training sessions and supporting tEC staff to increase interaction with our projects and services, this could include developing links with target communities, participating in door knocking and preparing mail-outs as part of specific campaigns
- Provide appropriate advice where necessary, by telephone, email, webchat or in person, on affordable warmth and sustainability topics
- Contribute to tEC communications including photos, case studies, social media, website content and press.
- Monitor and report on progress against objectives, using quantitative and qualitative data.
- Support other administrative work to contribute to overall tEC objectives, as required.

In addition, the general expectations of the post-holder are:

- To take responsibility for decisions on your work, seeking assistance and input from others as appropriate
- To plan and prioritise your workload to achieve high standards and meet agreed deadlines, adjusting readily to suit changing circumstances
- To communicate clearly, confidently and persuasively using appropriate language and style for target audiences, listening carefully and checking for understanding
- To represent tEC positively externally, including to partners, funders and the public, and consider wider organisational impacts of your work, including that we are an apolitical and non-campaigning charity
- To use resources (including your time) efficiently and effectively, maintain accurate records within tEC systems and comply with tEC's policies and procedures
- To keep up-to-date with information required for your role and share knowledge collaboratively with others to support their project delivery

## **Pay and conditions**

The full time position will require a minimum commitment of 37.5 hours per week. The salary will be between £22,500 and £25,500 per annum, based on experience. Some weekend and occasional evening work will be required due to the nature of the role.

We offer a generous holiday allowance. For full time employees this is 35 days which includes statutory holidays and the office closure dates between Christmas and New Year.

The post holder will be expected to travel independently across Hampshire. Whilst we promote sustainable travel sometimes it is necessary to travel by car and as such a clean driving licence and own vehicle is desirable.

We will pay fees and expenses for attendance on relevant training courses and any expenses incurred in the course of your work will be reimbursed in accordance with tEC's staff expenses policy.

The Environment Centre (tEC) operates a personal pension scheme.

Everyone who works at the Environment Centre (tEC) has the responsibility for promoting the safeguarding and welfare of vulnerable adults and children. The offer of employment is subject to the satisfactory completion of a DBS check.

### **Application procedure**

Candidates must return a completed application form by email to [jobs@environmentcentre.com](mailto:jobs@environmentcentre.com) no later than **17.00 on Wednesday 7<sup>th</sup> December 2022**. If you are unable to complete and return the application form electronically, please contact the office on 02380 336172 to discuss alternative arrangements.

The planned interview dates are 14<sup>th</sup> or 15<sup>th</sup> December 2022.

If you have not heard from tEC by 1200 (noon) on Friday 9<sup>th</sup> December, please assume that your application has been unsuccessful.