



Energy advice coordinator

12-month contract at 0.6 FTE (22.5 hours a week).

Salary: £16,200 per year (based on a full-time salary of £27,000 per year), plus 3% employer pension contribution.

20 days of annual leave (based on a full-time allowance of 25 days plus bank holidays).

Location: Norwich – hybrid

Start date: As soon as possible

Our Power is looking for an Energy Advice Coordinator to deliver our energy and retrofit advice work, supporting Norwich residents to save energy, keep their home comfortable and healthy, and benefit from green technologies like solar and heat pumps.

You will be a good listener with a practical, problem-solving approach and a background in helping people. This experience could have been gained in a variety of contexts, for example casework, community work, in-depth customer support or practical repair jobs. You should have a strong interest in energy efficiency or renewable energy and a willingness to learn more about these topics and share your knowledge. Prior experience in a related field would be an advantage, but training will be provided.

About us

Our Power is a Norwich-based community interest company (CIC) which helps people take more control of their energy. We provide free, impartial energy advice as well as working with local communities to explore possibilities for a different kind of energy system – whether that’s community-owned renewables, heat networks or shared projects to save energy.

We have been active since mid-2024, with our energy advice work carried out by ‘Energy Champions’ on a part-time, self-employed basis. We are now in a position to employ an Energy Advice Coordinator, bringing our total number of staff to four, with the Energy Champion role becoming a voluntary one.



We are currently funded by National Lottery and Norfolk Community Foundation grants as well as a contract with Community Energy Pathways.

Key responsibilities

- Carry out energy advice home visits in Norwich and the surrounding area, alone or accompanied by a volunteer. Depending on the resident's circumstances, this might include a basic thermal imaging survey, energy saving tips, helping them understand their heating controls, discussing options for green home upgrades, or helping with applying for grants.
- Install simple energy-saving measures such as draughtproofing strips, radiator reflectors and LED lightbulbs.
- Hold energy advice surgeries in conjunction with partner organisations.
- Deliver presentations on energy efficiency and green technologies to community groups or similar.
- Liaise with the Volunteer Coordinator and support our volunteer Energy Champions by providing advice and attending events as needed.
- Liaise with other local advice services and refer residents to other support where appropriate.
- Keep your knowledge up to date by accessing resources from organisations such as National Energy Action and the Centre for Sustainable Energy, and pass relevant information on to volunteer Energy Champions.
- Manage your own diary of events and visits.
- Keep records up to date in our CRM.

Key relationships

You will be line managed by the Executive Director. You will work with our Volunteer Coordinator to support our team of volunteer Energy Champions, ensuring they have access to up-to-date information about saving energy and accessing financial support, and following up with residents who are referred to you by their local champion.

You will also liaise with other local organisations providing advice services, in order to maximise reach and ensure people are receiving the most appropriate assistance.



Physical requirements, hours and work location

This job is based in Norwich and requires frequent travel within the city and surrounding area for events and home visits, alongside desk-based work which can be carried out from home or from a co-working space. You will be expected to attend a fortnightly in-person team meeting – currently on a Monday, but an alternative day may be possible. Our Power does not currently have an office.

The role requires some evening and weekend working in order to carry out home visits and attend events. This can be worked either as part of your regular hours, or on an ad-hoc basis with time off in lieu.

Person specification

Essential:

- Experience in a public-facing service delivery or community role
- Level 3 Energy Awareness qualification, or willingness to obtain this within three months of starting the role
- A strong interest in renewable energy, electrification and/or energy efficiency
- Comfortable working with people from a wide range of backgrounds and adapting your approach to their needs, preferences and motivations; able to listen and put people at ease
- A proactive and problem-solving approach, combined with an understanding of when to refer an issue on to someone else
- Good organisational and record-keeping skills
- Comfortable making phone calls, e.g. to residents or energy suppliers
- Enthusiastic about helping people improve their living conditions
- Able to carry out basic DIY tasks such as fitting draughtproofing strips
- Literate, numerate and comfortable using email and online record-keeping tools
- An understanding of basic data protection and safeguarding principles (training will be provided)
- Your own transport for travel within Norwich and the surrounding area (bike, scooter, car...).



Desirable:

- Previous experience in a role related to energy or retrofit
- Previous experience in a casework or advice role
- Knowledge of heating systems and controls
- Experience of delivering presentations.

The successful candidate will require a basic DBS check.