

Job Description

Role Title	Fuel poverty partnerships officer
Job Family & Category	Customer excellence: officer
Team	Home Energy Scotland
Line Manager	HES partnerships manager
New/ Existing Role	Existing role
Perm/ Fixed Term	Permanent
Resource and Management Responsibilities	None
Job purpose	<p>Working as part of the Home Energy Scotland Partnerships and Public Engagement team with a focus on broadening the reach of the Home Energy Scotland advice network's support to vulnerable households experiencing fuel poverty through working with organisations to facilitate and deliver public facing support.</p> <p>You will support the wider objectives of the team and contribute to the delivery of a range of Home Energy Scotland's goals, including increasing the number of people accessing our support, supporting other organisations to help people in fuel poverty and those looking to save carbon.</p>
Key responsibilities	<ul style="list-style-type: none"> ▪ Monitor and report on key performance indicators (KPIs) for partnerships and public engagement work undertaken by the Home Energy Scotland network. ▪ Support the Home Energy Scotland advice centres to work to the Scottish Government's priority areas for partnerships and public engagement, through meetings, presentations and other activity. ▪ Monitor referrals made by fuel poverty partners and support advice centres to make effective use of online and digital tools and identify potential improvements. ▪ Prepare reporting on Home Energy Scotland's partnership and public engagement work to demonstrate the value this work adds to the delivery of Home Energy Scotland. ▪ Work with new and existing partners to expand the reach of the

Home Energy Scotland network by engaging new partner organisations and maintaining relationships with existing partners. You will do this through in person and online meetings, briefings, delivery of presentations and attending appropriate events both public facing and to facilitate public facing delivery.

- A willingness to learn about and support our efforts to become a more diverse, inclusive, equitable and sustainable organisation.

Impact description

Within one month, you will:

- Complete the onboarding process, inclusive of systems training and develop a strong working knowledge of how Home Energy Scotland’s advice service operates.
- Hold introductory meetings with key colleagues and stakeholders, including colleagues in Home Energy Scotland, Knowledge and Digital teams.
- Develop the knowledge base you will need to confidently promote Home Energy Scotland to partner organisations including using our online referral portal.

Within three months, you will:

- Attend networking events and exhibit at conferences to promote Home Energy Scotland to a variety of organisations.
- Confidently deliver training presentations to external organisations, via teams or in person, telling them who Home Energy Scotland are and what we do and training them to use our online referral portal.
- Be responsible for monthly reporting, including monitoring of KPIs using our customer relationship management system (CRM) to ensure that work undertaken by our advice centres meets the expectations of our funder and written reports highlighting our successes.

Within six months, you will:

- Work with the marketing team to produce content outlines including for our monthly Newsletter and ensure digital and print collateral is up to date.
- Support the advice network to work to the goals we set them as directed by Scottish Government.
- Proactively identify opportunities to engage new partner

	organisations.
Knowledge, skills and qualifications required	<p>Essential:</p> <ul style="list-style-type: none"> ▪ Excellent interpersonal and relationship building skills. ▪ Experience of working with internal and external stakeholders. ▪ Excellent written and verbal communication skills and confidence in making presentations. ▪ Track record of assisting in programme delivery and achieving outcome-based targets. ▪ Excellent organisational and administrative skills including MS Office and willingness to learn how to use our CRM. ▪ Self-starter and able to work on own initiative. ▪ Agile and creative problem-solving. ▪ Team player who works co-operatively to deliver results. ▪ Ability to prioritise tasks within a demanding environment.
	<p>Desirable:</p> <ul style="list-style-type: none"> ▪ Knowledge of energy efficiency, the fuel poverty context and the associated public and third sector landscape. ▪ Knowledge of Warmer Homes Scotland and Home Energy Scotland. ▪ Experience of developing partnerships and joint working with organisations. ▪ Passion for social justice.