Applicant Pack

Communications & Engagement Specialist

November 2026

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Job Title: Communications & Engagement Specialist
Location: Plymouth (with flexible/home working options)
Contract Type: Permanent
Hours: Full-Time, 37 hours per week (Monday to Friday, with occasional weekends) Part time considered
Starting Salary: £26,754- £30,529 per annum, based on experience
Start Date: As soon as possible

About Plymouth Energy Community

Plymouth Energy Community (PEC) is a pioneering charity and social enterprise committed to creating a fair, affordable, and clean energy system. Our mission focuses on tackling fuel poverty, improving cold and damp homes, and increasing renewable energy generation. As we expand our impact and our organization, we are seeking a compassionate, value-driven, and self-motivated individual to join our team.

Role Overview

As a Communications & Engagement Specialist you will use your creative skills to engage our audiences and play a crucial role increasing public engagement in our fuel poverty, energy efficiency, and community initiatives.

Working within our Communications team, you will provide specialist communications and engagement expertise in support of the whole PEC family.

You will be skilled at and relish the challenge of bringing sometimes technical and complex subject matters to life through creative storytelling.

You will be responsible for:

- **Communications and campaign delivery:** Supporting the planning and delivery of creative communications, marketing and engagement activities that raise awareness of PEC's work and help achieve organisational and project objectives. Working with colleagues across our teams to identify opportunities and develop communications that reach varied audiences.

- **Creative storytelling and content:** Bringing PEC's work and impact to life through engaging stories, case studies, and accessible content. Translating complex information about energy, fuel poverty and climate change into clear, relevant messages that help people understand the issues and the support available.
- **Community engagement and participation:** Helping to design and deliver inclusive opportunities for local people to engage with PEC's work and take part in local action on energy and climate change. Supporting community activities, events, workshops, and initiatives that encourage participation, build confidence, and connect people with practical advice and support.
- **Audience engagement and insight:** Developing an understanding of our audiences and how they engage with PEC. Gathering and reviewing feedback, performance information, and analytics to understand what works, measure impact and inform future communications and engagement activity.
- **Relationships and collaboration:** Working closely with colleagues, residents, community organisations, partners, and supporters to build positive relationships and create opportunities for people to connect with and contribute to PEC's mission. Providing communications support across the wider organisation and helping keep our supporters and members informed and involved.
- **Coordination and operational support:** Helping coordinate communications and engagement projects, maintain accurate records and support effective ways of working across the team. Contributing to the development and improvement of PEC's systems and processes and providing a welcoming frontline presence in our Energy Advice Hub when required.

About You:

We are looking for a creative, enthusiastic, and collaborative person who is passionate about using communications to make a tangible difference in their community:

- Has strong creative communication skills and can turn complex information into clear, accessible, and engaging messages.
- Enjoys developing ideas and finding imaginative ways to connect with different audiences
- Has an interest in community engagement and understands the importance of inclusive, accessible approaches that give people opportunities to participate
- Is a confident and empathetic communicator who enjoys working with a wide range of people and building positive relationships.
- Can organise their own workload, manage competing priorities and deliver activities effectively within a small, busy team.
- Is collaborative, flexible, and comfortable working with colleagues across different areas of the organisation.

- Is open to feedback, keen to develop new skills and motivated by making a positive difference
- Has an interest in fuel poverty, domestic energy efficiency, renewable energy, and the transition to a fairer, low-carbon energy system

What We Offer:

- **Leave:** 26 days per annum plus bank holidays, with an additional day per year up to 5 years.
- **Flexible Working:** Full-time hours (37 per week) with flexibility.
- **Hybrid Working:** Plymouth office base plus work from home
- **Health and Wellbeing:** Health and wellbeing cash plan and a 24/7 confidential employee support service.
- **Pension:** Ethical pension scheme with a 5% salary contribution with 6% employer contribution
- **Family Support:** Enhanced maternity, paternity, and family leave
- **Life Assurance**: Death in Service benefit – 4x annual salary.
- **Training and Development:** Comprehensive training and development opportunities.

Application Process:

To apply, please submit the following:

- **CV**: Include your past and current salary level.
- **Covering Letter:** Detail your reasons for applying, the skills you bring, and why you would succeed in this role.
- **2-3 Examples of creative work** you have produced that demonstrate relevant creative skills, such as; graphic design, creative written content, video, socials content, photography. (If this proves difficult via the link, please email them separately to pecrecruitment@plymouthenergycommunity.com

Apply via the link: https://system.citrushr.com/Job?uid=ippkjvlbgxgfnutspdbq

Application Deadline: Monday 7th December 2026 9am

Interviews: To be held over Tuesday 15th / Wednesday 16th December 2026

Equality, Diversity and Inclusion:

Please note that we take equality , diversity and inclusion very seriously. The interviews will be normally held in person but alternative arrangements can be made if this is preferred or not possible. The interview questions will be provided in advance.

Shortlisted candidates are asked to let us know if they have any specific requirements.

Real Living Wage:

We are a Real Living Wage and Real Living Pensions Employer. We are committed to ensuring our wages meet the cost of living.

Further Information:

For more about us, visit Plymouth Energy Community.

If you require this information in an alternative format or wish to discuss the role informally, please contact us at 01752 477117 or email pecrecruitment@plymouthenergycommunity.com. Please also contact us if you would

like any assistance making the application via the link above or to let us know if there is something else we could do to help.

About Plymouth Energy Community

Plymouth Energy Community (PEC) is a multi award-winning charity and a social enterprise, with a cooperative ethos.

PEC's mission is to empower our community to create a fair, affordable, zero carbon energy system with local people at its heart. We are a family of community-led organisations bringing forward a range of projects that: bring local people together to tackle fuel poverty and the climate crisis, increase local ownership and influence over local energy solutions; improve community confidence to engage in the zero-carbon transition; and enable people to heat and power their homes affordably.

In 2025-26 we:

- Supported 1,694 households through one-to-one advice, delivering 4,848 resident advice interventions.
- Provided support to 1,460 households in crisis and secured £1,126,296 in total support for Plymouth households.
- Helped residents claim £220,678 in benefits and secured a further £26,966 in reductions to energy bills through supplier mediation, write-offs and energy debt grant schemes.
- Enabled 859 households to receive energy efficiency upgrades, securing £831,364 of investment and generating £436,137 in savings for residents.
- Saved Plymouth schools and community organisations £152,899 on their energy bills through PEC's community-owned renewable energy portfolio.
- Generated 1,328 MWh of clean electricity through our rooftop solar sites, saving 185 tonnes of CO_2.
- Won the prestigious 2026 Ashden Award for Local Energy Innovation.

You can read more about our impact here.

And watch Ashden's short video about our work here.

We develop innovative local energy solutions, working with Plymouth City Council, local businesses and community partners to expand renewable energy generation and improve the energy efficiency of homes and buildings. Our existing renewable energy portfolio includes 33 rooftop solar sites and the 4MW Ernesettle community solar farm.

PEC is powered by a passionate and highly skilled team. Information about current team members is found here.

PEC Trust (t/a Plymouth Energy Community) is a charitable company limited by guarantee, with cooperative principles built into its articles. The PEC Family also includes PEC Renewables Ltd, and a Community Land Trust called PEC Homes Ltd.

Both are established independent Community Benefit Societies. The successful applicant will be working under the care of community representatives acting as Trustees and Directors on these boards.

Our Purpose, Values & Principles

Our Purpose is to put local people at the heart of a fair affordable, low carbon energy system.

Our Mission:

- To connect local people, government, and other organisations to speed up positive change on fuel poverty and the climate crisis.
- To increase local ownership, influence, and confidence over local energy solutions
- To enable our city to reduce its energy requirements and help local people heat and power their homes affordably.
- To ensure our activities benefit the fuel poor and most vulnerable.
- To reduce greenhouse gas emissions
- To support our own wellbeing and development, so we can better support our community.

Our Values and Principles:

Collaboration: We are approachable and listen carefully to foster solid relationships with our team, community members, local organisations, and the wider energy sector. We welcome a variety of skills and perspectives and support people to make an impact.

Transparency and integrity: We are open about what we are trying to achieve and actively share what we learn. We value the process, celebrate successes and are accountable for the impacts of our actions.

Care, compassion, and respect: Our care for the wellbeing of people and the environment, means that we cultivate respectful attitudes, listen, and respond to each other's needs and the needs of the community.

Community autonomy and benefit: We are accountable to our community members and all profits go to benefit local action on climate change and fuel poverty.

Equity: We offer meaningful opportunities for all to participate.

Passion and dynamism: We take pride in what we do. We act professionally with passion and enthusiasm.

Connection and support: We connect to the lived experience of the people we support, and those in our team, and adapt accordingly to ensure needs are met to improve wellbeing and offer meaningful and rewarding ways to contribute.

Communications & Engagement Specialist

Role Profile

Purpose of role:

To support the delivery of PEC's mission and strategy through communications, marketing and community engagement activities which raise awareness and encourage participation in PECs fuel poverty, energy efficiency, and renewable energy projects.

Responsibilities & accountabilities:

Communications and marketing

- Contributing to the planning and delivery of creative communications, marketing and engagement plans and projects that contribute to PEC's organisational and project objectives.
- Work with relevant frontline teams and colleagues to identify communications opportunities and deliver effective marketing and engagement activity.
- Provide internal communications support to the wider PEC team, responding to requests for communications activity.

Digital communications and content

- Create, update and coordinate engaging content across PEC's digital communications channels, including social media, newsletters, website and digital platforms.
- Ensure resources are accessible and in line with PEC's brand guidelines, using appropriate digital design and publishing software.
- Create engaging case studies and resident stories to communicate PEC's work and impact.
- Support the management of external marketing, design and communications contracts.
- Collate analytics and audience insights from our digital platforms for reporting and strategy development.

Community engagement and participation

- Design and deliver creative, inclusive and accessible opportunities for community engagement and participation in action on climate change, energy and fuel poverty.
- Coordinate and deliver community engagement events and activities, including attending occasional events outside normal working hours where required.
- Support residents to understand how they can improve their homes, manage the risks of fuel poverty and address its impacts on wellbeing.

Stakeholder and supporter relationships

- Support the management, development of engagement opportunities for, and growth of PEC's organisational Supporters.
- Help to build and maintain positive relationships with communities, contractors, funders and partners to support PEC's work.
- Help create and send communications to PEC's organisational Members as needed.

Operational support

- Maintain accurate and up-to-date project, client and engagement records.
- Support the effective delivery of projects through coordination, administration and liaison with colleagues and external stakeholders.
- Provide a frontline presence in the PEC Energy Advice Hub as required.

All PEC staff are expected to work in support of our Mission and Purpose and to do this in a manner consistent with our Values and Principles; and organisational policies. All team members are expected to play an active role in the development and effective use of PEC's systems and processes relevant to their role. All team members are expected to ensure they contribute positively to equality, diversity and inclusion in all aspects of working life at PEC and show a personal commitment to personal and professional development.

The role is within PEC's communications team and is line managed by PEC's Communications and Engagement Manager. The communications team is accountable to a range of teams and working groups across the organisation.

Person Specification

Attributes and qualities - Essential criteria:

- Highly motivated and passionate about increasing local action on climate change, energy and fuel poverty
- Ability to organise oneself, work independently and with others to ensure timely delivery of activities and outputs
- Creativity and enthusiasm
- An appetite to learn new skills
- Friendly, with excellent interpersonal skills and an empathetic manner.
- A flexible and collaborative approach to team work.
- Methodical, organised and self-motivated.
- Thrives in a fast-changing environment.

Attributes and qualities - Desirable criteria:

- A strong administrator, comfortable and competent in handling and processing data

Skills and experience - Essential criteria:

- Three A Levels at grade A–C or NVQ in relevant subject, or relevant work experience
- Effective writing skills with an emphasis on communicating to a non-technical audience / general public.
- Previous experience in at least two of the following:
    - Marketing & engagement campaigns
    - Event management
    - Communications delivered in a high quality customer service environment.
    - Planning and delivery of community engagement activities
- Demonstrable competence using software tools such as: Adobe Suite, Canva, Planable, Meta Business Suite, Trello.
- A competent user of Microsoft Office, (Word, Excel and Outlook).
- Carrying out high quality tasks accurately and in a fast-paced environment.
- Supporting colleagues and team members to meet agreed deadlines and targets.
- Providing information accessibly in person, on the phone and by other media.

Skills and experience - Desirable criteria:

- Experience in use of digital design software.
- Experience in digital analytics
- Experience in web content management tools
- Experience third sector and / or social purpose organisations.
- Use of social media as a campaign tool.
- Demonstrable knowledge of projects relating to domestic energy efficiency, renewable energy or fuel poverty.
- Experience in the delivery of campaigns related to energy, climate change and/or the provision of advice to residents.
- Full UK Driving Licence

Pay Evaluation

This role is categorised as a Level 1 job within PECs Pay Framework ; meaning it requires these broad areas of skills knowledge and competency:

- Routine based tasks, generally working within pre-agreed parameters and receives direction and support.
- Some autonomy for decision making depending on experience.
- Mostly applies expertise and/or technical knowledge to own area of work.
- May deal with financial transactions within set guidelines.
- Establishes and maintains professional relations with relevant internal and external stakeholders.
- No formal line management responsibility but may be involved in training and/or supporting colleagues.

Location

The role is based in Plymouth, but with significant elements of flexible/home working.