



Applicant Pack

Energy Advisor

November 2025



Applicant Pack – Energy Advisor

Job Title:	Energy Advisor – Energy Team
Location:	Plymouth office (PEC's Hub, with some flexibility around home working)
Contract Type:	Permanent
Hours:	Full-Time, 37 hours per week (Monday to Friday, with occasional weekends) part time considered
Salary:	£28,500 - £30,700 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. In practice, that means:

- Supporting residents to stay warm and have more manageable bills.
- Offering free, expert energy advice.
- Helping people improve their homes - from simple energy-saving fixes to full retrofits.
- Working with local partners to fix unfair systems or remove barriers to support.

As we expand our impact and our organisation, we are seeking a compassionate, value-driven, and self-motivated individual to join our team. Don't be concerned if you haven't worked in energy before, the role is suitable for people with transferable skills, as well as anyone with experience in the field.

About the role

As an Energy Advisor you'll work in our frontline, award-winning Energy Team to deliver seamless, high-quality home energy advice services. This role offers the opportunity to use your customer service and advocacy skills to make a huge difference in the community. You will help residents to navigate energy issues, mediate with suppliers, improve the warmth and efficiency of their homes and engage in community outreach and education.

You'll be doing things like:

Supporting residents with energy advice

- Welcoming people at our Energy Advice Hub on Union Street in Stonehouse
- Providing one-to-one energy advice and support through clear, practical casework

- Offering face-to-face advice at drop-ins across Plymouth
- Carrying out home visits to understand people's situations and help them make changes.

Helping others build their confidence and skill

- Helping to create and deliver training sessions for partners, frontline workers and community groups
- Raising awareness about energy efficiency and fuel poverty at community events and outreach activities.

Working with partners

- Building and maintaining strong relationships with health and wellbeing organisations
- Representing PEC and advocating for residents' needs in meetings, networks and joint projects.

Keeping our work organised and effective

- Recording accurate notes and casework in our CRM system (Microsoft Dynamics)
- Supporting project monitoring and reporting with accurate data and admin
- Helping our systems and processes grow – so residents experience a seamless service, whatever their need

About you

We are looking for someone who is:

- *Inclusive and compassionate* - passionate about supporting people and improving their circumstances, with excellent interpersonal skills.
- *Experienced in support roles*: proven experience in delivering face-to-face, person-centred support, preferably in a frontline role.
- *Proactive team player*: open to giving and receiving feedback, and able to thrive in a collaborative environment.
- *Organised and independent* - capable of managing multiple priorities and deadlines independently within established guidelines.
- *Flexible in where and how you work* – happy working in the Hub, remotely, in the community, and around Plymouth.



- Detail-Oriented Problem Solver: Attentive to detail and adept at finding solutions to various challenges.

Application Process:

To apply, please submit the following:

- CV: Include your past and current salary level.
- Covering Letter: Explain your reasons for applying, the skills you bring, and why you believe you would succeed in this role.

Apply via the link: [Add here](#)

Application Deadline: Midnight **Sunday 14th December, 2025**

Interviews: Scheduled for the week commencing **Monday 12th January, 2026**

Further information:

For more about us, visit www.plymouthenergycommunity.com

If you need this information in a larger font or alternative format or wish to discuss the role informally,

please contact us on 01752 477117 or email

PECrecruitment@plymouthenergycommunity.com

Equality, diversity and inclusion:

We take equality, diversity and inclusion very seriously. Shortlisted candidates are asked if they have specific requirements to make interviewing more accessible. Our interviews are usually held in person, but alternative arrangements can be made if you prefer this, or if it would be difficult to attend. Interview questions will be provided in advance.



Real Living Wage:

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

Full role profile

Purpose of role:

To provide advice services and case work for projects supporting residents to engage in fuel poverty prevention and carbon reduction services targeted to improve their financial, physical, and mental wellbeing.

Responsibilities & accountabilities:

- Providing advice and support to residents, to improve their home and increase confidence in managing risk of fuel poverty and its impacts on wellbeing.
- Working alongside Retrofit Assessors, Retrofit Coordinators and PEC's supply chain partners to deliver improvements to the energy performance of residents' homes.
- Processing grant awards for physical measures as well as residents' financial information in a secure and confidential manner.
- Maintaining PEC's client database, through keeping accurate data records for each case.
- Supporting the implementation and evolution of PEC's organisational systems, e.g. care and support, decision making, IT.
- Acting as an advocate for Plymouth Energy Community and contributing to its overall aims.

The role will be accountable a range of project teams and working groups and will be line managed by a Project Coordinator or Project Manager. All Plymouth Energy Community 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 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.

Person Specification

Attributes and qualities - essential criteria:

- Methodical and organised, with good attention to detail.
- Ability to work collaboratively and effectively with minimal supervision.
- Friendly, with excellent interpersonal skills and a sympathetic manner.
- Thrives in a fast-changing environment.
- Good negotiation skills
- A flexible and collaborative approach to teamwork
- Able to remain calm and solution focused when supporting residents in vulnerable circumstances, or who may be distressed.
- Able to balance workload and deliver high quality activities that meet funder and resident requirements.
- An ability and willingness to develop and implement procedures.

Attributes and qualities - desirable criteria:

- Friendly, with excellent interpersonal skills and a sympathetic manner.
- Empathic with a strong interest in helping people to improve their circumstances.
- Able to work well and provide leadership in a team.
- Able to remain calm and solution focused when supporting residents in vulnerable circumstances, who may be distressed.
- Methodical, organised, and self-motivated.
- A strong administrator; with good attention to detail.
- Proactively identifies potential issues and offers solutions.

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.
- A competent user of Microsoft Office (Word, Excel, and Outlook).
- Significant experience of working with residents from a wide range of backgrounds.
- Experience in presenting complex information in an accessible form for a variety of audiences.
- Demonstrable experience of providing end to end solutions for residents / clients.



- Experience in handling data and information in a secure and sensitive manner - on the telephone, in writing and in person.
- Experience of project working to reach targets.
- Experience of income maximisation and or welfare benefits.

Skills and experience - Desirable criteria:

Experience of:

- Using a Customer Relationship Management software such as Microsoft Dynamics.
- Working on energy / fuel poverty related projects.
- Writing schedules of work for contractors.
- Project management.

Location:

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

More 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 the past year we:

- Provided over 4,000 resident advice interventions
- Supported 1,847 households through 1-1 casework and negotiated £1,766,871 of total benefits, savings, and grants - putting money back into the pockets of Plymouth people
- Provided energy efficiency upgrades for 121 households
- Saved community organisations and schools £189,000 on their energy bills
- Gave 540 primary school children opportunities to learn more about solar power through our Solar Schools programme

[Read more about our impact here.](#)



PEC is working with local businesses to deliver a pipeline of over 14MWs of new solar arrays; models for community owned renewable heat and providing a domestic energy advice service for those at risk of fuel poverty. In addition, it supports the local authority to administer Government grants to support households during the energy crisis and works closely with local creatives to give Plymouth a profile in Climate Action. PEC has also established a community led housing developer, to focus on the innovation required to deliver affordable homes in a way that is consistent with the UK's carbon reduction targets.

PEC is powered by a passionate and highly skilled team. Resumes for current team members are 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:

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.