

Applicant Pack

Project Support

November 2025

Applicant Pack – Project Support Role

Job Title:	Project Support
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
Starting Salary:	£25,700 - £28,400 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 a Project Support team member, you'll work in our frontline, award-winning Energy Team to deliver seamless, high-quality home energy advice services. You'll be an important part of making sure our services are accessible, efficient, reliable and friendly.

You'll be doing things like:

Supporting residents, face to face and in the community

- Welcoming people at our Energy Advice Hub on Union Street in Stonehouse
- Talking with residents at community events and drop-ins across Plymouth
- Working confidently with people from all backgrounds
- Conducting home visits and sometimes putting in simple energy-saving measures.

Helping people get the right advice

- Taking initial calls and completing clear assessments of people's needs
- Giving energy advice and casework - we'll give you all the training you need
- Keeping in touch with residents so we are steered by their needs.

Keeping things running smoothly

- Recording accurate notes in our CRM system (Microsoft Dynamics)
- Supporting admin: organising documents, monitoring information, and helping with reports
- Helping our systems and processes grow – so residents experience a seamless service, whatever their need
- Helping to keep the Hub and office running smoothly.

Events and partnership work

- Helping organise community events, workshops, and partner drop-ins
- Providing triage – in person, on the phone, online, or out in the community.

About you

We're looking for someone who is:

- *Confident in public-facing work* – comfortable talking with residents in person and on the phone, including in emotional circumstances
- *Engaged and proactive* – spotting what's needed, and taking the initiative
- *A team player* – reliable, responsible, happy to pitch in when things get busy or there is pressure in the team
- *Open to reflection and learning* – willing to build skills, offer and receive helpful feedback, and adapt as our work evolves
- *Comfortable with common software systems and numbers* – able to use everyday software, follow processes, and keep accurate records
- *Resilient under pressure* – grounded and calm when supporting people who are stressed or in crisis
- *Organised and self-managing* – able to prioritise tasks, meet deadlines, and follow agreed procedures
- *Flexible in where and how you work* – happy working in the Hub, remotely, in the community, and around Plymouth.

If this feels like you, we'd love to hear from you.

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: <https://system.citrushr.com/Job?uid=paydbikhcxdimhikmazc>

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 support PEC's Project Managers, Coordinators and Energy Advisors in the delivery and administration of a broad range of fuel poverty, energy efficiency, renewable energy and community engagement projects.

Responsibilities & accountabilities:

- Supporting Project Managers and Coordinators with the logistics of delivering existing programmes of work.
- Working alongside PEC's Energy Advisors, Retrofit Assessors, Retrofit Coordinators and PEC's supply chain partners to support residents, to improve their home and increase confidence in managing risk of fuel poverty and its impacts on wellbeing.

- Maintaining up to date project and client records.
- Collation of information for the drafting of funding bids and/ or reports.
- Maintaining relationships with communities, contractors, funders and partners.
- Supporting the delivery of project meetings and events.
- Acting as an advocate for Plymouth Energy Community and contribute to its overall aims.
- Supporting the implementation and evolution of PEC's organisational systems. E.g. care and support, decision making, IT and others.

The role will be accountable a range of project teams and working groups and 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:

- Clear ambition to work in the 'Net Zero' sector and an interest in community energy.
- An appetite to learn new skills.
- Friendly, with excellent interpersonal skills and a sympathetic manner.
- A flexible and collaborative approach to teamwork.
- Methodical, organised and self-motivated.
- A strong administrator, comfortable and competent in data handling and processing.
- Thrives in a fast-changing environment.

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.
- Demonstrable knowledge of projects relating to domestic energy efficiency, renewable energy or fuel poverty.
- 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).

Experience of:

- Delivering high-quality customer service.
- 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 of:**

- Energy efficiency or home improvement projects.
- Providing advice to residents or clients.
- Project administration or business support.

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.

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 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.