



Applicant Pack

Project Support

March 2026

Applicant Pack – Project Support

Job Title:	Project Support
Location:	Time is spent between our Hub in Union St Plymouth and home working under our Hybrid Working Policy
Contract Type:	Permanent
Hours:	Full-Time, 37 hours per week (Monday to Friday, with occasional weekends), part time considered
Starting Salary:	Starting salary £26,566 - £29,351 per annum full time
Start Date:	As soon as possible

About Plymouth Energy Community

Plymouth Energy Community (PEC) is a pioneering, award-winning charity and social enterprise committed to creating a fair, affordable, and clean energy system. We support residents to make their homes warmer, healthier, more comfortable and affordable to run. Our mission also focuses on tackling fuel poverty and boosting clean local energy. For more about us, visit www.plymouthenergycommunity.com and read about our impact [here](#).

About the role

As we expand our impact and our organisation, we are seeking a compassionate, values-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.

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

Helping people upgrade their homes

- Taking initial calls and assessing people's needs
- Keeping in touch with residents to support them through their retrofit journey
- Monitoring contractor referrals, keeping residents informed of progress
- Maintaining CRM records of retrofit journeys, including notes and documents

Helping to build and coordinate a contractor directory

- Helping contractors understand and join our retrofit directory
- Processing contractor onboarding and supporting an efficient process
- Keeping contractor information accurate and up to date for advisor referrals
- Helping residents and contractors resolve simple issues

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.

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=ajfhlppmxstlfomivow>

Application Deadline: Midnight Monday 20th April 2026

Interviews: Scheduled for Monday 11th May 2026

What we offer:

Our benefits package reflects our commitment to supporting our staff to live healthy, balanced lives.

Our hub: our light and roomy office on Union Street is accessible, friendly and has free tea, coffee and biscuits provided.

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 including, where appropriate, home working.

Health and Wellbeing: health and wellbeing cash plan, a 24/7 confidential employee support service and more.

Pension: ethical pension scheme with a 5% salary contribution matched by a 6% PEC contribution – with an option for PEC to match an additional 1% contribution.

Family support: enhanced maternity and paternity pay.

Life Assurance: Death in Service benefit – 4x annual salary.

Enhanced sick pay: 1-month full pay after probation, increasing by 1 month per year of service up to 6 months (plus an equivalent period at half pay).

Cycle to Work: Salary sacrifice scheme supported.

Training and development: comprehensive training and development opportunities.

Our commitments to staff:



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

Living Hours Employer – We are committed to providing our staff with the security and stability of hours they need to meet their everyday needs.

Living Pensions Employer - Through our Living Pension commitment, we are raising the standard for pension savings so employees can afford to live with dignity in retirement.

Equality, diversity and inclusion:

We take equality, diversity and inclusion 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.

Further information:

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

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 PECs 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.