



Graduate Placement 2010/11

Project Assistant

Job description

Severn Wye Energy Agency (SWEA) is a charitable company, with a programme of work to develop the sustainable use of energy.

SWEA projects cover energy efficiency, renewable energy, affordable warmth and sustainable transport and include the provision of energy efficiency advice to households and small businesses, sustainable energy surveys, supply chain development within the sustainable energy industry, feasibility studies for renewable energy technologies, strategic support and advice to local authorities, training and educational programmes.

SWEA works in the South West and South Wales, with the majority of current projects operating in and around Gloucestershire, Wiltshire and Powys. We are also active in networks and project partnerships with other organisations throughout the UK and Europe.

Projects vary in scale and duration. SWEA staff work in project teams, and may be required to work on only one or several projects at any one time. Staff need to be flexible, willing to fulfil a different role in each project (for example manage/coordinate, assist, advise, promote and market), and adapt to the changing requirements in a growing organisation.

Responsible to: Head of Education and Training

Fixed Term Contract: To be confirmed as 40 or 50 weeks starting October 2010

Hours of work: 37 hours per week, mainly within standard office hours. Occasional evening or weekend work will be required. Part time working may be considered

Place of work: SWEA offices at:
Unit 15 Highnam Business Centre
Highnam
Glos GL2 8DN

Salary Scale: £13k- 17k pro rata dependent on quals/experience

Transport: SWEA policy is to consider the public transport option for every journey. However, the limitations of rural public transport provision mean that the use of a car is required.

The employee's ability to use their own car to travel is a requirement of this post. Expenses will be reimbursed at standard mileage rates, with the exception of travel to the SWEA offices, and assuming residency in or near the area.

Job Purpose

- (i) To carry out sustainable energy project work covering the broad subject areas of affordable warmth, energy efficiency, renewable energy and sustainable transport, within the guidance of more senior staff
- (ii) To participate in SWEA energy advice activities
- (iii) To deal with customer and partner enquires relating SWEA projects
- (iv) To develop positive relationships with colleagues, partners and customers to promote the benefits of SWEA projects
- (vi) To support other SWEA staff in the delivery of projects

A relevant background might be experience or study of the following disciplines: energy climate change environmental studies, sustainability and management, customer service, marketing, events organisation and PR, housing or technical, and other related subjects

Major Tasks and Job Activities

- Carrying out sustainable energy project work on a range of projects in the field of affordable warmth, energy efficiency and renewable energy
- Participation in all types of energy advice activity as full and active member of advice team, including inbound and outbound phone calls, processing of energy grants, advice at public events and surgeries
- Problem solving and providing information and support for customers via the phone email and face to face at events.
- Raising awareness of sustainable energy amongst community groups and professionals by implementing structured programmes of training and information campaigns.
- Maintaining systems and procedures including keeping up to date information of scheme and entering and retrieving data from data base.
- Identifying opportunities to extend and enhance existing partnerships and links to existing schemes and services
- Planning and organising promotional events aimed at a wide range of organisations, including PR and marketing activity
- Organising and delivering presentations or facilitation of meetings for a wide range of organisations, in all sectors.
- Research and keep up to date with relevant issues informing others as required
- Preparing promotional or information materials

- Supporting other SWEA projects and staff as required

SWEA staff are expected to carry out their own administrative/IT work, including word-processing, internet research, e-mail, development of training and presentation materials, maintenance of records, timesheets and expenses records.

Person Specification

Essential criteria:

- Ability to understand and keep up to date with sustainable energy technical and infrastructural issues and engage in dialogue with relevant stakeholders at all levels
- Ability to multi-task, manage own workload efficiently and achieve targets on more than one project at a time
- Academic qualifications in a relevant discipline eg. sustainable energy, engineering, policy or economics, architecture, building services, ecology, environmental science.
- Excellent customer care skills – a willingness to listen understand and deal effectively with customer enquiries
- Numerate with a strong grasp of data analysis, figures and ability to use Excel proficiently
- Excellent verbal and written presentation skills, and ability to engage and motivate people at all levels
- A flexible, dynamic and creative approach
- Computer literate: Windows, Word, Excel, PowerPoint, e-mail, internet, database.
- Ability to work with minimum supervision, able to manage own time and work on own initiative
- Must be team-worker, committed to success of whole team and to resolution of any conflicts encountered.
- Enthusiasm and commitment to environmental and social welfare objectives
- Driving licence and own car to use
- Ability to follow office systems and to keep tidy and efficient records

Desirable additional criteria

- Good general knowledge of affordable warmth, sustainable energy and issues
- Good general knowledge of energy infrastructure in UK
- Ability to organise and facilitate meetings and other events, and produce promotional documents
- Track record in cross-sectoral partnership working
- Experience in managing press and media contacts
- City & Guilds 6176 in Energy Awareness