

Outreach Officer Job Description

We are recruiting for two roles: one with [Selce](#) based in Lewisham and Greenwich. Two part time with [Repowering London](#) based in Newham or Lambeth.

Salary: £30,000 pro rata.

Status: Full time, or part time 0.5FTE.

Benefits: 4% pension, 25 days annual leave.

Length of contract: 18-month fixed term October 2023 to March 2025. with potential for extension dependent on funding.

Schedule/ hours: 37.5 Hours per week. Provision for flexible working. Some evening or weekend events.

Work Location: You will have an office base at either The Forum@Greenwich (Selce), or Blue Star House, Lambeth (Repowering London). You will be expected to work from the office base at least one day per week.

To Apply

Please complete the contact details form [here](#) and upload your cv by noon 13 September 2023.

Shortlisted candidates will be asked to complete an application form by noon 27 September 2023.

If you have any questions or queries about the job, please contact Haqqa Butt: haqqa@selce.org.uk

About Selce and Repowering London

Selce and Repowering London are award-winning community energy organisations. We both specialise in co-creating and delivering community-led energy and renewable projects. We are different to ordinary businesses as we are Community Benefit Societies, a type of co-operative social enterprise. We put people at the heart of everything we do and care about the communities we work with and each other. This is reflected in what we do and how we work.

We exist to ensure our communities can benefit from and participate in the development of the energy systems of the future. We are excited to partner together for the first time to deliver a new and innovative programme of community-led domestic retrofit.

About the project

Selce and Repowering London are partnering to deliver an innovative approach to domestic retrofit that will insulate homes, alleviate fuel poverty and play a leading role in responding to the climate emergency. We will implement a community-led approach to address one of the great engineering challenges of our time – improving the energy efficiency of the UK's housing stock. Solving this challenge will address fuel poverty and climate change.

Our aim is to make retrofit easy to understand and access. We will provide a holistic retrofit coordination service that can be tailored to meet the needs of all households and residents. We will put people and residents at the heart of the process by taking a neighbourhood approach. To begin with, we will be working in four geographical London communities: Greenwich, Lewisham, Lambeth and Newham.

South East London Community Energy, The Forum@Greenwich, Trafalgar Road, London, SE10 9EQ, info@selce.org.uk, 02045665764, www.selce.org.uk

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We do not work alone. Both Selce and Repowering London are part of a quiet but growing community energy powered revolution that has been building across the UK over the last decade. This project is only the start; our long-term ambition is to develop an ongoing service across London that can also be replicated by community energy groups across the country. Join us for the start of this retrofit revolution! We have a number of new roles to help us deliver this ambition – we look forward to hearing what you can offer and how you can play a leading role.

About your role – Outreach Officer

This is an exciting opportunity for a community development professional who cares about tackling energy-related issues and working towards a more inclusive and sustainable future. We recognise that an effective engagement is a key component in delivering the roll out of at scale domestic retrofit projects. We work with the most vulnerable in our communities to help get installations over the line. The results and findings of this project will contribute to how the UK approaches retrofit and energy advice going forward.

As outreach officer, you will work with a diverse and supportive team. Ideally you will be locally based covering Greenwich, Lewisham, Lambeth and Newham, with a strong interest in climate issues and community retrofit. Your role will be to design and deliver an outreach programme to engage residents across the wealth gradient to insulate their homes. We will work with householders who are (a) on a low income by drawing down funding to pay for their home energy upgrade and (b) those who will be funding the work themselves. The project will operate on two geographical levels. We will need one set of outreach processes targeted broadly at residents Greenwich, Lewisham, Lambeth and Newham. We need a different set of process to enable us to work in a very intensive grassroots way focusing on four small geographical areas. Repowering London will focus on two blocks of flats, one in Lambeth and one in Newham. Selce will be working in two neighbourhoods (approx. 5 streets): one low-income neighbourhood in Greenwich, and one in Lewisham that is made up of houses in a conservation area that are complicated to retrofit.

Your role will be to use your community outreach skills to engage householders in retrofitting their home. This is more than merely finding ways of communicating the benefits of retrofit, it is also about enabling residents of the flats and neighbourhoods to work together to respond to the climate crisis and to retrofit their homes. You will use a range of engagement techniques including workshops, webinars, events, “retrofit parties”, social media, and print media. You will also work to build peer support networks enabling residents who have retrofit their homes to share their learning. Your role is to understand the needs of householders in relation to warmth, wellbeing and energy costs and work to understand how our project can best respond to those needs.

The project aims are to bring retrofit into the public eye, on a neighbourhood and borough-wide level. Focussing on a neighbourhood approach to street by street and block by block retrofit. Addressing the challenges of the need to decarbonise the UK housing stock, and provide warm, healthy homes, and alleviate fuel poverty.

Responsible to

Project Lead (SELCE – Greenwich and Lewisham)

Project Lead and Low Carbon Development Manager (Repowering London – Lambeth and Newham)

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Your Role

- Collaborate with the project team design both a neighbourhood level and a borough wide engagement plan.
- To deliver Borough- wide Community Outreach workshops targeting residents in Greenwich and Lewisham (Selce) and Lambeth and Newham (Repowering London) to raise awareness about retrofit and develop referral networks.
- To deliver Neighbourhood Outreach: one low-income neighbourhood in Greenwich, one neighbourhood (approx. 5 streets) that is hard-to-treat in Lewisham and two blocks of flats - one in Lambeth and one in Newham (Repowering London).
- In each neighbourhood hold a series of 'retrofit parties'; these are social events that enable residents to learn about retrofit and share experience.
- Lead the team in door-to-door engagement in neighbourhoods or flats.
- Engage local stakeholders in the project including councilors, local community groups, resident associations, and other trusted intermediaries.
- Recruit, train and manage a team of local volunteer 'champions' to support the project.
- Host a series of retrofit focused webinars and events focused on supporting those that want to retrofit their home.
- Design communications materials to support outreach for print or social media.
- Use social media to engage residents.
- Assist with other duties within the scope and nature of position and in other areas of the business when required.

Skills

Essential

- Good presentation and public- facing verbal communication skills.
- Good social media and digital communication skills.
- Excellent written communication skills.
- The ability to use print or social media design software such as Canva.
- Good knowledge of data protection and media consent processes.
- Competency in Microsoft Office applications.
- Ability to adapt to changing situations in project delivery and to meet challenges positively, directly and with determination.
- Methodical, systematic, and detailed approach to work with the ability to problem solve.
- To be well organised and self-motivated, and able to contribute effectively as a team member.
- Good negotiation skills and the ability to work with a range of stakeholders.

Desirable

- Knowledge of the energy efficiency and Energy Company Obligation Scheme (ECO).
- Understanding of the whole house and fabric first approaches to domestic retrofit.
- Knowledge of the Retrofit process and the roles of all stakeholders as identified within PAS 2035.

Qualifications/ Experience

Essential

- A minimum of 2 years' experience in a communications, participation or outreach role.
- Experience of working with diverse and hard-to-reach communities.

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- Experience of coordinating volunteers or of volunteering yourself.
- Demonstrable experience in impactful layout design of outreach materials for both print and social media.
- Experience of having worked with either community sector or local authorities or other public sector bodies.
- Experience of facilitating a group or of being part of a community group that worked together to achieve a shared goal or bring about a positive community outcome.

Desirable

- A qualification in Domestic Retrofit or Energy Awareness such as AECB CarbonLite Retrofit, Retrofit Assessor, Domestic Energy Assessor (DEA) or NVQ Level 3 (6049-03) or equivalent or City and Guilds Energy Awareness (6281-01) formerly known as 6176 Energy Awareness or equivalent.
- Experience of a working environment that involves recording progress on CRM systems, monitoring timelines, and ensuring project is delivery on time.
- Experience of giving energy or retrofit advice.
- Construction industry experience.
- Working with government funded Energy Efficiency and retrofit, such as ECO and LAD.
- Willing to undergo training and development in line with the needs of the business.

Repowering London and Selce are equal opportunity employers. We are committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

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