

Job description

Energy Connector

Main purpose

The Energy Connector will work alongside project partners and community organisations to help design and deliver innovative energy awareness activities for multilingual communities across Bristol.

Using your enthusiasm for community development, community insight, digital skills and creativity, you will support the development of campaigns, resources and engagement activities that help households access trusted energy information and support.

Specific responsibilities

Community engagement

- Build positive relationships with residents, community groups and partner organisations, engaging multilingual communities across Bristol.
- Support workshops, events and outreach activities to help create welcoming and inclusive spaces, to understand how energy advice is currently delivered, and to better understand local needs and communication preferences.
- Promote project activities through community networks and local partnerships.

Co-design, research and innovation

- Co-create and help deliver project activities and resources, drawing on community knowledge, lived experiences and creative skills.
- Undertake research and insight-gathering activities to better understand the challenges households face in accessing energy information and support.
- Work alongside communications specialists, community organisations and energy professionals to design and test innovative engagement solutions.
- Help evaluate and identify successful approaches that could be developed further.

Digital communications and creative content

- Assist in designing culturally appropriate communications campaigns that increase awareness of energy issues and available support.
- Develop and test creative approaches to sharing information, including:

- Short-form videos
 - Audio messages
 - WhatsApp content and infographics
 - Visual storytelling
 - Social media campaigns
 - Community-led digital resources
- Gather feedback to help improve digital engagement activities.
 - Work with communications experts and project partners to develop innovative ways of reaching communities.

Energy awareness and advice support

- Support residents to access energy advice services, grants and support schemes.
- Help explain key energy topics in clear, accessible and engaging ways using appropriate language and style for the target audience.
- Promote energy-saving behaviours and awareness through project activities.

Learning and professional development

- Participate fully in training, mentoring and personal development opportunities attending team meetings, supervision sessions and project learning activities.
- Complete the Level 3 Energy Awareness qualification.
- Maintain accurate records and contribute to project monitoring and evaluation.
- Reflect on learning and contribute to project development throughout the six-month contract.

Safeguarding

- To remain vigilant for any safeguarding concerns during interactions with clients, including signs of abuse, neglect, or exploitation. Report all concerns promptly to the designated Safeguarding Officer in accordance with CSE's safeguarding policy and procedures. Ensure appropriate follow-up actions are taken and documented to maintain client safety and wellbeing.

Working relationships and contacts

- The post-holder will report to the Youth Engagement Officer in the Local and Community Empowerment team.
- The post-holder will work closely with colleagues in the Local and Community Empowerment team, the Household Energy Services team and the Communications team. They will develop and maintain effective communication and working relationships with colleagues and volunteers across CSE and in project partner organisations.

- The post-holder will work closely with other voluntary and community organisations.

The responsibilities of this post and reporting structure will be periodically reviewed.

Place of work and other requirements

This role requires an enhanced DBS check.

This post is based in Bristol and is a hybrid role with a mix of home, office and community-based activities. Flexible working arrangements are designed to support a range of personal circumstances and commitments.

Opportunity to gain a recognised **Level 3 City & Guilds Energy Awareness qualification**.

Person specification

Requirement	Essential	Desirable
Educational and professional qualifications	Good written and spoken English and Arabic or another language spoken by a community within Bristol.	GCSE or O'level Maths and English.
Experience	Experience using digital communication tools and social media platforms to create, share or promote information.	Experience creating digital content, videos, graphics, podcasts or social media campaigns. Experience using digital tools to engage audiences or promote community activities. Experience volunteering, studying or working within community projects. Experience organising events, workshops or community activities.

Skills and abilities	Strong communication and interpersonal skills. Ability to engage positively with people from diverse backgrounds and experiences. Ability to organise tasks and manage time effectively. Ability to work independently and collaboratively as part of a team. Ability to communicate effectively with multilingual communities. Interpret and translate information and materials to communicate with clients who speak your language.	Additional community language skills.
Technical skills	Familiarity with various Microsoft packages including SharePoint, Teams, Outlook and the Microsoft Office Suite. Familiarity with digital communication platforms	Experience using Canva, Instagram and WhatsApp.
Personal attributes	Interest in community development, sustainability, digital engagement or social impact. Understanding of the importance of inclusive, accessible and culturally responsive communication. Curiosity, creativity and a willingness to test new approaches to community engagement and communication. Commitment to maintaining confidentiality and treating people with respect. A willingness to learn about energy issues and the challenges faced by households experiencing fuel poverty. Commitment to providing a quality service for CSE.	Understanding of challenges faced by households experiencing financial hardship. Knowledge of community engagement, outreach or co-design approaches.