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## Outreach Officer

**Salary:** £32,500 pro rata.

**Status:** Full time

**Benefits:** 4% pension, 25 days annual leave.

**Length of contract:** Fixed term 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 The Forum@Greenwich (Selce). 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 midnight Sunday 22nd September 2024.

Shortlisted candidates will be asked to complete an application form by Sunday 29th September 2024.

Interviews will be in week of October 7<sup>th</sup>, 2024.

If you have any issues with the form, please contact James Bennett: [james@selce.org.uk](mailto:james@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 are implementing 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

South East London Community Energy, The Forum@Greenwich, Trafalgar Road, London, SE10 9EQ, [info@selce.org.uk](mailto:info@selce.org.uk), 02045665764, [www.selce.org.uk](http://www.selce.org.uk)

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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.

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 and Lewisham. with a strong interest in climate issues and community retrofit. Your role will be to deliver an outreach programme to engage residents to make their homes fit for the future. 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 and Lewisham. We need a different set of process to enable us to work in a very intensive grassroots way focusing on two small geographical areas. 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.

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Responsible to  
Comms and Outreach Lead – Selce

### Your Role

- Collaborate with Selce’s comms and outreach team to deliver both a neighbourhood level and a borough wide engagement plan.
- To deliver workshops targeting residents 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.
- Lead door-to-door engagement in neighbourhoods.
- 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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