



Fuel Poverty Director - Voluntary

Job Purpose

We are seeking a compassionate and dedicated individual to join Croydon Community Energy (CCE) as a Fuel Poverty Director. As the Fuel Poverty Director, you will be responsible for setting up and monitoring a fuel poverty support service within our organisation. This voluntary position presents a unique opportunity to make a positive impact on the lives of community members facing energy poverty and to contribute to our goal of achieving equitable access to affordable and sustainable energy. This could become a paid position if we obtain funding.

The below are example responsibilities you might be undertaking.

Responsibilities

Fuel Poverty Support Service Development

- Conduct research on local fuel poverty issues, identifying the key challenges and barriers faced by vulnerable households.
- Design and establish a comprehensive fuel poverty support service tailored to the needs of the community.
- Collaborate with community organisations, local authorities, and relevant stakeholders to identify potential funding sources and partnerships for the support service.
- Develop strategies and initiatives to raise awareness about fuel poverty, energy efficiency, and available support services within the community.

Support Service Management and Coordination

- Recruit and manage a team of volunteers to assist in delivering the fuel poverty support service.
- Train and provide ongoing support to volunteers, ensuring they are equipped to provide empathetic and effective assistance to individuals and families experiencing fuel poverty.
- Develop and implement operational procedures, guidelines, and protocols for the support service to ensure consistent and high-quality support delivery.
- Coordinate with energy suppliers, government agencies, and community organisations to access resources, funding, and additional support for individuals in need.

Data Collection and Reporting

- Establish systems for collecting and analysing data related to fuel poverty, energy usage, and the effectiveness of the support service.



- Prepare regular reports on the impact and outcomes of the support service, highlighting success stories, challenges, and recommendations for improvement.
- Collaborate with the volunteers working on communications to raise awareness about fuel poverty issues and share the impact of the support service through various channels.

Qualifications

Even if you don't feel you meet 100% of the requirements, please don't be deterred from applying - we would still love to hear why you're the right person for the role!

Essential

- A genuine passion for social justice and addressing fuel poverty in the community.
- Knowledge and understanding of fuel poverty issues, energy efficiency, and available support services.
- Strong organisational and project management skills, with the ability to prioritise tasks and manage multiple responsibilities.
- Excellent interpersonal and communication skills, with the ability to work empathetically with individuals facing challenging circumstances.
- Experience in managing volunteers and coordinating community-based services is desirable.
- Ability to work independently and collaboratively within a team environment.
- Availability to commit a dedicated amount of time as a volunteer, with flexibility to accommodate the needs of community members.

Desirable

- Familiarity with local energy programs, financial assistance schemes, and regulatory frameworks related to fuel poverty.
- Proficiency in data collection and analysis to measure impact and inform decision-making.
- NEA Level 3 Domestic Energy Awareness qualification.

Join our community energy group as a voluntary Fuel Poverty Director and help us empower individuals and families facing fuel poverty. Together, we can make a difference by providing access to affordable and sustainable energy solutions for all members of our community.

Terms and Conditions

Length of contract: 12 months (until next AGM)

Salary: Voluntary, expenses covered inline with our [expenses policy](#)



Hours/days: Approximately 15 hours per month

Place of work: Remote, with occasional face-to-face meetings in Croydon

Upon taking the position, you will be required to sign a Director's agreement including a commitment to attend monthly Board meetings and monthly wider volunteer meetings (giving reasonable notice if you can't), and the agreement to log time spent on CCE activities.