



Futureproof Cumbria

Eden Rural Foyer, Old London Road, Penrith, Cumbria, CA11 8ET

01768 210 276 | recruitment@futureproofcumbria.org.uk

Company Number: 6492907 | Charity Number: 1123155

Project Officer – Homes Team

Job description & person specification

The employer: Futureproof Cumbria

Location: The role is contractually based at our Penrith office; however, we actively support flexible working patterns, including a blended approach to home, site, and office-based working. Regular travel across rural Cumbria is required for this role, so access to a vehicle, a valid driving licence and the ability to travel independently are essential.

Reports to: Project Manager - Futureproof Cumbria, Homes Team

Hours: 22.5 hours per week. This role requires a flexible working pattern to support community engagement and attendance at events. Working hours will vary and will regularly include evenings and some weekends. There will also be an expectation to attend team meetings and undertake administrative tasks during normal office hours, as needed. Hours will be planned wherever possible in discussion with the line manager to ensure a balanced working pattern.

Start date: Start as soon as possible. Fixed-term contract until 31st March 2027 (with potential for extension subject to funding).

Salary band: B

Salary range: £26,070 - £32,070 (FTE). Starting salary to be agreed depending on knowledge and experience.

Legal right to work: You must have a legal right to work in the UK as Futureproof Cumbria cannot act as a sponsor.

Application: Apply using the Futureproof Cumbria application form. CVs will not be considered. Application forms must be received by **9am on Tuesday 10th February 2026**.

Interviews: Interviews will be held **w/c 23rd February 2026**. The interview process will also involve one or more tasks relating to the role. Candidates shortlisted for interview will be contacted by **5pm on Wednesday 11th February 2026**.

Futureproof Cumbria's role and purpose

Futureproof Cumbria is the leading organisation in Cumbria showcasing low carbon living, energy efficiency improvements, renewable technology and reduced use of fossil fuels, both on a domestic scale and in the community. The charity aims to drive a shift towards a zero carbon Cumbria and provides information, advice and motivation through events, site visits and practical projects. With over 25 years of experience, Futureproof Cumbria is the first point of reference in the county for information on sustainability and energy.

About the Homes Team - Home Energy, Retrofit and Renewables

The Homes Team leads work to improve energy efficiency and accelerate low carbon upgrades in homes across Cumbria. Our focus is on creating warmer, healthier homes that use less energy, helping residents reduce bills and cut carbon emissions.

We deliver a range of services including free home energy advice, basic energy-saving measures, and thermal imaging visits in partnership with community groups. For more complex projects, we offer subsidised retrofit planning and support for renewable technologies such as heat pumps and solar PV, alongside guidance on available grants.

Our activities are shaped by funding secured from national, regional, and local sources, enabling us to respond to emerging opportunities and community needs.

Job description

Main purpose of the role:

- Build relationships with local partners, community groups, and residents to increase engagement and referrals to Futureproof Cumbria's home energy services.
- Support delivery of energy-saving initiatives across Cumbria, ensuring accurate advice and practical support reaches households.
- Coordinate and deliver community engagement activities, collecting data and insights to inform service development.

Main tasks:

1. Regular independent travel within Cumbria to represent the service at community events and training sessions, promoting and generating referrals to all homes services, and delivering clear and engaging energy support to a wide range of audiences.

2. Work with the team to develop and coordinate community engagement activities both in person and online, including liaising with partners and venues, and ensuring the smooth delivery of outreach sessions across the county.
 3. Develop and maintain relationships with external stakeholders including charities, local authorities, and voluntary organisations.
 4. Deliver clear and engaging verbal presentations to internal and external stakeholders, tailoring content and style to suit diverse audiences.
 5. Work closely with the marketing team to collect quality content such as photos, video and stories for social media and promotional use, ensuring the Futureproof Cumbria brand is upheld in line with guidance provided.
 6. Liaise with the marketing team to collate data and support promotional and reporting activities.
 7. Assist in the recruitment, training, and coordination of volunteer Energy Champions.
 8. Prepare clear, well-structured written materials.
 9. Maintain accurate records and ensure effective administrative organisation using various software including Excel and our data management systems.
 10. Contribute positively to peer learning across our team of in-house and contractor energy advisers, through dissemination of knowledge and experience.
-

Person specification

Role-specific skills and attributes:

1. Ability to engage confidently with the public, including vulnerable individuals, using a clear, respectful and empathetic communication style.
2. Excellent verbal and written communication skills, with strong interpersonal and relationship-building abilities, and the confidence to speak clearly to individuals and groups both online and in person.
3. Access to a vehicle and ability to travel independently across all of Cumbria.
4. Strong organisational skills with excellent attention to detail.
5. Conscientious, reliable, and committed to delivering work with quality and accuracy.
6. Ability to handle sensitive data and project information responsibly and accurately.
7. Willingness to undertake City & Guilds Level 3 Energy Awareness training and exam, as a prerequisite for providing energy advice as part of the service.

General skills and attributes:

1. Strong written communication skills and proven ability to use a wide range of IT software, especially Microsoft Word, Excel, Outlook and PowerPoint.
2. Ability to use own initiative to work independently and as part of a proactive team.

3. Highly motivated, self-directed professional with the ability to prioritise tasks and meet tight deadlines.
4. Proficiency in using remote working systems, including Microsoft Teams and SharePoint.

Desirable skills, knowledge and experience:

1. Knowledge of domestic energy saving practices, the domestic energy market, tariff comparisons and switching, renewable energy options, and schemes that help households reduce energy use and costs.
2. Experience in delivering energy saving advice and/or a qualification in providing energy advice, such as City & Guilds Level 3 Energy Awareness.
3. Experience engaging with individuals from diverse backgrounds, including vulnerable individuals and community groups.
4. Experience delivering workshops and speaking confidently to small groups.
5. Proven ability to build and maintain networks quickly and effectively.
6. Experience supporting promotional activities, including taking high-quality photos for social media and collecting stories for marketing purposes.
7. Experience of database/customer relationship management systems.
8. Hands-on experience in implementing energy efficiency improvements in domestic properties.
9. Knowledge of sustainability issues and a genuine interest in Futureproof Cumbria's mission and objectives.

This job description is not exhaustive but is provided to assist the postholder to know what their main duties are. It may be amended from time to time without change to the levels of responsibility appropriate to the grade of the post and in discussion with the postholder.

Futureproof Cumbria are passionate about giving opportunities to those who might not be able to demonstrate all the skills and attributes for the role, which is why we seek applicants who can adapt and demonstrate the aptitude to learn.

If you would like more information about the role, please email:

recruitment@futureproofcumbria.org.uk