



Job Description

Role Title	Partnerships officer
Job Family & Category	Customer excellence: Officer
Team	Home Energy Scotland
Line Manager	HES partnerships manager
New/ Existing Role	New
Perm/ Fixed Term	Permanent
Resource and Management Responsibilities	<ul style="list-style-type: none"> ▪ None
Job purpose	<p>Working as part of the Home Energy Scotland (HES) partnerships and public engagement team with a focus on broadening the reach of the HES advice network's support to vulnerable households experiencing fuel poverty through working with employers, third sector organisations and community groups to facilitate and deliver public facing support.</p> <p>You will support the wider objectives of the team and contribute to the delivery of a range of HES goals, including increasing the number of people accessing our support, supporting other organisations to help people in fuel poverty and those looking to save carbon.</p>
Key responsibilities	<ul style="list-style-type: none"> ▪ Monitor and report on key performance indicators (KPIs) for partnerships and public engagement work undertaken by the HES network. ▪ Develop strategic partnerships with national community organisations including but not limited to: the Scottish Communities Climate Action Network, Development Trusts Association Scotland, Local Energy Scotland Regional Equalities Councils, and Council of Ethnic Minority Voluntary Sector Organisations (CEMVO). ▪ Facilitate and support HES advice centres to locally engage with communities to develop funding applications and build partnerships with community groups, supporting them to share best practice in approaches to this work. ▪ Prepare reporting on HES partnership and public engagement work to demonstrate the value this work adds to the delivery of HES. ▪ Work with new and existing partners to expand the reach of the HES

	<p>network by engaging new partner organisations and maintaining relationships with existing partners. You will do this through in person and online meetings, briefings, delivery of presentations and attending appropriate events, both public facing and to facilitate public-facing delivery.</p> <ul style="list-style-type: none"> ▪ A willingness to learn about and support our efforts to become a more diverse, inclusive, equitable and sustainable organisation. <p>Within one month, you will:</p> <ul style="list-style-type: none"> ▪ Complete the company onboarding process, inclusive of systems training and develop a strong working knowledge of how HES advice service operates. ▪ Hold introductory meetings with key colleagues and stakeholders, including colleagues in HES, Knowledge and Digital teams. ▪ Introduce yourself to national community organisations. <p>Within three months, you will:</p> <ul style="list-style-type: none"> ▪ Attend networking events and exhibit at conferences to promote HES to a variety of organisations. ▪ Confidently deliver training presentations to external organisations, via teams or in person, telling them who Home Energy Scotland are and what we do and training them to use our online referral portal. ▪ Be responsible for monthly reporting, including monitoring of KPIs using our customer relationship management system (CRM) to ensure that work undertaken by our advice centres meets the expectations of our funder and written reports highlighting our successes. <p>Within six months, you will:</p> <ul style="list-style-type: none"> ▪ Work with the marketing team to produce content outlines including for our monthly newsletter and ensure digital and print collateral is up to date. ▪ Support the advice network to work to the goals we set them as directed by Scottish Government. ▪ Proactively identify opportunities for improvements to the delivery of community partnerships by the advice network.
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Knowledge, skills and qualifications required	<p>Essential:</p> <ul style="list-style-type: none"> ▪ Well-developed interpersonal and relationship building skills. ▪ Confident communicator- both written and verbal, with experience delivering presentations. ▪ Experience of working with internal and external stakeholders. ▪ Proven ability to support project or programme delivery and meet outcome-based targets. ▪ Highly organised with strong administrative and IT skills (including MS Office and CRM systems). ▪ Team-oriented, proactive, and able to prioritise in a fast-paced environment. <p>Desirable:</p> <ul style="list-style-type: none"> ▪ Experience of working with communities and community networks in Scotland. ▪ Knowledge of energy efficiency, the fuel poverty context, and the associated public and third sector landscape. ▪ Experience in developing partnerships and joint working with organisations.
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