

Community Resource Project Officer

Crisis and Resilience Funding – Fuel Poverty Grants

Job Description and Person Specification

At Community Resource, how we work is just as important as what we do. Every one of us is here to make a difference.

Role Overview

Job Title:	Project Officer – Crisis and Resilience Funding (Fuel Poverty Grants)
Responsible to:	Rural Services Team Lead
Responsible for:	N/A (may supervise volunteers where applicable)
Track:	Track 1 – Community & Project Delivery
Salary grade:	SCP 14 – currently £29,779.69 per annum (37 hours per week). Pro-rata 15 hours per week: £12,072.85 per annum.
Hours:	15 hours per week
Term:	Fixed term to 31 March 2027, with potential for extension subject to funding

About the Role

Project Officers at Community Resource get things done. Whether you are working directly with individuals and communities or providing the professional support that makes the organisation function well, your contribution is what turns our plans into reality.

You will work as part of a wider team, reporting to a Team Lead or Delivery Manager. You are not expected to manage others, but you are expected to take ownership of your work, bring your skills and ideas to the team, and hold yourself to a high standard in everything you do.

This role sits within the Rural Services team and is wholly focused on the Crisis and Resilience Funding fuel poverty grant schemes. You will administer grants end-to-end, from processing applications through to supporting referral partners and providing impartial energy-saving advice to households in Shropshire experiencing or at risk of fuel poverty. A typical week combines desk-based grant administration with telephone or face-to-face contact with applicants and partners.

We are looking for someone who brings energy and commitment to the work, takes a proactive approach, and genuinely cares about the people, communities and colleagues they exist to support.

Section A: Service Delivery Responsibilities

Every Project Officer at Community Resource is primarily a delivery practitioner. The responsibilities below apply to all Track 1 (Community & Programme Delivery) posts. Programme-specific responsibilities are set out in Appendix A.

Track 1 – Community & Programme Delivery

This post is a Track 1 delivery role.

This is a front-line, people-facing role. You will spend most of your time directly supporting individuals, communities and partners through the delivery of the fuel poverty grants programme.

Direct delivery and practice

- Deliver high-quality, values-led services to individuals, communities and organisations in line with programme agreements, organisational standards and funder requirements.
- Use person-centred approaches in all aspects of delivery, adapting your communication style and methods to meet the needs of the people you are working with.
- Build confidence, resilience and motivation in individuals accessing services, supporting them to identify goals, develop plans and take next steps.
- Carry a caseload or personal programme of work as set out in the Programme Schedule, keeping records current and accurate at all times.
- Identify and report safeguarding concerns in line with Community Resource's safeguarding policy and procedures.
- Promote services to diverse and underrepresented communities, and support outreach activity to extend reach where needed.
- Contribute to the development of case studies and impact evidence that demonstrate the difference the programme makes.

Partner and stakeholder relationships

- Build and maintain effective working relationships with referral agencies, community partners and relevant stakeholders to support delivery.
- Represent Community Resource professionally and positively at external meetings, events and networks relevant to your programme area.
- Support awareness and promotion of services within your programme area, identifying opportunities to increase reach and engagement.

Monitoring, evaluation and reporting

- Collect, record and report programme performance data accurately and on time, using Community Resource's CRM and other organisational systems.
- Contribute to funder reporting for your project(s), providing accurate and evidence-based information to your Team Lead.
- Escalate risks, issues or delays promptly, and contribute to finding solutions.
- Share learning from your delivery with your team and across the organisation to support continuous improvement.

Section B: General

- Ensure all work is consistent with our organisational values: Welcoming, Helpful, Trusted, Knowledgeable and Adaptable.
- Work collaboratively across Community Resource, contributing to a positive, inclusive team culture and a joined-up approach to organisational objectives.
- Represent Community Resource professionally and positively at all times, in person and in all written and digital communications.
- Engage staff and volunteers in service delivery where appropriate and applicable to the role.
- Undertake some evening and weekend working when required. Community Resource operates a time off in lieu system to compensate for this.
- Undertake any other duties as determined by the line manager, consistent with the level and character of the role.

Particular duties and responsibilities may vary from time to time without changing the general character of the role or level of responsibility entailed.

Main Conditions of Service

Salary:	SCP 14 – currently £29,779.69 per annum (37 hours per week). Pro-rata 15 hours per week: £12,072.85 per annum.
Term of employment:	Fixed term to 31 March 2027, with potential for extension subject to funding. Confirmation of employment is subject to satisfactory completion of the probationary period.
Probationary period:	This post carries a probationary period of six months. Confirmation of employment will be subject to satisfactory performance during this period.
Hours:	15 hours per week (excluding lunch breaks). Days of the week to be agreed. Core office hours are 9.00am–5.00pm Monday to Thursday, with an earlier finish on Friday. Occasional out-of-hours working may be required; Community Resource operates a time off in lieu system.
Holiday:	25 days per annum (pro-rata) plus statutory Bank Holidays. The holiday year runs from April to March. Holiday entitlement for staff joining the organisation during the year will be calculated on a pro-rata basis per complete month worked.
Pension:	This post is pensionable. The postholder will be entitled to an employer's pension contribution of up to 5% of salary into the Community Resource group pension scheme, providing this is matched by at least the equivalent % contribution by the employee.
Place of work:	Shrewsbury. Community Resource operates from modern, accessible office accommodation with parking at Shrewsbury

Business Park. A flexible working policy is in place; arrangements will be discussed at interview.

Termination of employment:

One week's written notice on either side during the probationary period. Upon confirmation of appointment, one calendar month's written notice.

Use of own vehicle:

During the course of your work you may be required to travel away from your office base. When using your own car for business travel, Community Resource will reimburse you at the current HMRC approved mileage rate. You are required to ensure your car insurance covers business use.

Community Resource

Person Specification

Project Officer – Crisis and Resilience Funding (Fuel Poverty Grants)

This Person Specification should be read alongside the Job Description. Programme-specific requirements are set out in Appendix A and should be read alongside this document. All criteria will be used in shortlisting and at interview.

Section C: Person Specification

Category	Essential	Desirable
Education and qualifications	• Good standard of education • Good level of IT literacy – Microsoft 365 tools including Word, Outlook, Teams and SharePoint, and organisational systems including CRM • Full driving licence and ability to travel around Shropshire in own vehicle • Evidence of continued professional development	• Relevant qualification in a field related to the programme area – e.g. energy advice, grants administration, community development or a related field • Evidence of training or development in energy efficiency, affordable warmth or financial inclusion
Service delivery	• Demonstrable experience of direct service delivery – including grants administration, case management, advice or a comparable front-line role • Experience of working with individuals facing barriers to accessing support, services or opportunities • Experience of using person-centred approaches to support individuals • Experience of maintaining accurate records and contributing to reporting requirements	• Experience of delivering energy advice or affordable warmth support • Experience of working with households experiencing fuel poverty or financial hardship • Experience of delivering across more than one programme or service area simultaneously
Programme and funder management	• Experience of administering grants, funding applications or case management processes end-to-end • Ability to maintain accurate, up-to-date records using CRM or equivalent systems • Experience of working in partnership with a range of organisations and stakeholders	• Experience of managing a grant payment process or similar financial administration • Experience of promoting services to referral organisations and community partners

Category	Essential	Desirable
	Understanding of the importance of monitoring, evaluation and reporting in a funded environment	
Knowledge	- Working knowledge of the voluntary and community sector and its operating environment - Understanding of fuel poverty and the barriers facing low-income households - Understanding of safeguarding responsibilities and safe working practices - Understanding of equality, diversity and inclusion in service delivery - Awareness of the challenges facing rural communities, including barriers to accessing support	- Knowledge of energy efficiency measures and affordable warmth schemes, including Warm Home Discount and ECO4 - Awareness of grant-funding landscapes, including crisis funds and community resilience programmes - Knowledge of the voluntary and community sector in Shropshire
Skills	- Strong interpersonal and communication skills, both written and verbal - Ability to build and maintain effective working relationships with a wide range of individuals, partners and stakeholders - Confidence in using IT and CRM systems for case management, monitoring, evaluation and reporting - Ability to produce clear and accurate records and reports for a range of audiences - Time management and prioritisation skills, including the ability to manage a varied workload and meet deadlines - Proactive and confident in engagement, outreach and relationship building	- Ability to deliver impartial advice by telephone, online or in person - Experience of using databases or grant management software
Growth mindset and development	- Demonstrates curiosity and openness to feedback; reflects on challenges and shares learning with others - Sees difficulties as opportunities to improve rather than reasons to apportion blame - Is proactive in own professional development	Experience of adapting delivery approaches in response to feedback or changing community needs
Values	Commitment to the values of Community Resource: Welcoming,	-

Category	Essential	Desirable
	Helpful, Trusted, Knowledgeable, Adaptable • Commitment to supporting individuals and households experiencing fuel poverty and financial hardship • Understanding of preventative approaches, including reducing financial hardship and fuel poverty • Positive and collaborative approach to working with individuals, communities, teams and partners • Reliable and follows through: raises challenges early, brings solutions, is honest about what is possible • Commitment to own continued professional development	
Community Resource staff competencies	• Has a positive work ethic; dependable and conscientious • Is flexible and able to work on own initiative with good time management • Takes a collaborative approach to success • Has organisation and administration skills for the role, including IT • Works within agreed business plans, policies, procedures and systems • Works within the reasonable direction of the line manager • Participates in individual supervision and annual appraisal • Is beneficiary and customer focused • Applies equality of opportunity • Communicates appropriately • Is proactive in personal development	-

Equality, Diversity and Inclusion

Community Resource is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We welcome applications from all sections of the community. We are an Age-friendly Employer.

This job description is intended to convey information essential to understanding the scope of the Project Officer role. It is not an exhaustive list of qualifications, skills, duties or responsibilities.

Programme Schedule

Appendix A

Crisis and Resilience Funding – Fuel Poverty Grants

This Appendix forms part of the overall Job Description. It provides the specific responsibilities, time allocation, reporting requirements and person specification criteria for the Community and Resilience Funding fuel poverty grants programme. It should be read alongside Sections A, B and C of the main Job Description and Person Specification. Responsibilities may vary over time in line with organisational priorities, funding requirements and service demand.

Programme Overview

The Crisis and Resilience Funding fuel poverty grants programme supports individuals and households across Shropshire who are experiencing, or at risk of, fuel poverty. Through grant provision and impartial energy advice, the programme aims to reduce financial hardship, improve household warmth and wellbeing, and connect people with wider sources of support.

Community Resource administers the grant scheme on behalf of the funder, working with a network of referral organisations and community partners to identify households in greatest need and ensure that support is distributed efficiently and equitably.

Indicative Time Allocation

15 hours per week – full allocation of this post.

Programme-Specific Delivery Responsibilities

The following responsibilities are specific to this programme and sit alongside the fixed responsibilities in Section A:

Fuel poverty grant administration

- Administer the Crisis and Resilience Funding fuel poverty grant scheme, including receiving, processing and assessing applications in accordance with funder eligibility criteria and organisational procedures.
- Maintain complete and accurate grant records for all applications using Community Resource's CRM and associated systems, ensuring data is current and audit-ready at all times.
- Ensure all required paperwork including application forms, evidence documentation and payment records is completed accurately and processed within agreed timescales.
- Communicate promptly and clearly with applicants, referral organisations and partners at all stages of the grant process, from initial enquiry through to payment and closure.

- Manage the grant payment process in line with organisational procedures, including the Thursday report run, and escalate any delays or issues to the Rural Services Team Lead.
- Monitor grant spend and remaining fund balance, flagging concerns regarding over- or under-commitment to the Rural Services Team Lead.

Promotion and referral partner engagement

- Promote the grant scheme to referral organisations, community partners and frontline services across Shropshire, ensuring awareness of eligibility criteria and the referral process.
- Build and maintain effective working relationships with referral partners, including housing associations, food banks, GP practices, social prescribers and voluntary sector organisations.
- Support engagement activity to increase the reach of the programme, with particular attention to households in rural areas or those unlikely to self-refer.
- Respond to initial enquiries from potential applicants and referral partners, gathering information and providing clear guidance on the scheme.

Energy-saving advice

- Provide impartial, accessible energy-saving and affordable warmth advice to grant recipients and households in contact with the programme, delivered by telephone, online or in person as appropriate.
- Support individuals to understand their energy use, identify opportunities to reduce costs and access relevant schemes, including Warm Home Discount, ECO4 and other national or local programmes.
- Signpost or refer individuals to other services where additional or specialist support is required, including debt advice, benefit checks or housing support.
- Maintain up-to-date knowledge of energy-saving measures, affordable warmth schemes and relevant policy developments to ensure advice is accurate and current.

Monitoring, evaluation and reporting

- Collect and record programme performance data in line with the project plan, funder requirements and Community Resource's monitoring framework.
- Maintain accurate records of outputs, outcomes and case activity to support quarterly and annual reporting to the funder.
- Contribute to the preparation of funder reports, case studies and impact evidence as required.
- Escalate risks, issues or delays in grant processing or programme delivery to the Rural Services Team Lead promptly.
- Participate in team and organisational review processes to support continuous improvement.

Reporting Requirements

The postholder reports to the Rural Services Team Lead for all aspects of programme delivery. Funder reports are required quarterly and annually and should include quantitative output data, qualitative impact evidence and case studies. All grant and case records must be maintained to the standard required for audit and funder inspection. The postholder is responsible for maintaining up-to-date CRM records to support reporting.

Programme-Specific Person Specification

The following requirements are specific to this post and should be read alongside Section C. They will be used in shortlisting and at interview.

Essential

- Understanding of fuel poverty and the barriers facing low-income and vulnerable households.
- Experience of administering grants, funding applications or a comparable case management process end-to-end.
- Experience of working with individuals experiencing financial hardship or vulnerability.
- Ability to maintain accurate grant and case records and manage a payment process in line with organisational procedures.
- Experience of building and maintaining relationships with referral agencies, community partners and statutory organisations.

Desirable

- Knowledge of energy efficiency measures and affordable warmth schemes, including Warm Home Discount, ECO4 and other national or local programmes.
- Experience of delivering impartial energy advice or affordable warmth support.
- Experience of working with or within the voluntary and community sector in Shropshire.
- Knowledge of the Community and Resilience Funding programme or comparable grant schemes.

Recruitment Data Privacy Statement

During recruitment we will collect and store personal information you submit to us via our application process. Please read the following privacy policy to understand how Community Resource uses and protects the information you provide. By submitting your personal information, you are consenting to Community Resource holding and using it in accordance with this policy.

1. Information that we collect from you

During our recruitment process you will be asked to provide certain information about yourself, including your name, contact details and job history. Some information is mandatory in order for Community Resource to consider an application or meet its statutory monitoring and reporting responsibilities; other information is optional (where indicated) and you can choose not to complete it.

2. How we handle the data that is submitted by you

Personal data is collected to facilitate the recruitment process and used for anonymised reporting to our Board of Directors to ensure we are reaching the widest pool of prospective candidates. In the event that your application results in the offer and your acceptance of a position at Community Resource, your personal information will be held in the Community Resource staff database.

3. Data Protection Legislation

Community Resource is your data controller. We have notified our activities to the Information Commissioner's Office in accordance with applicable data protection legislation. Personal information will only be collected and processed in accordance with that legislation.

4. Disclosure of your information

Except as set out in this policy, or as required by law, your personal data will not be provided to any third party without your prior written consent.

5. Data Protection Statement

The personal data you provide in your application and as part of the recruitment process will only be held and processed for the purpose of the selection processes of Community Resource, and in connection with any subsequent employment, unless otherwise indicated. Your data will be retained only for as long as is permitted by UK legislation and then securely destroyed. By submitting your personal data and application, you:

- declare that you have read, understood and accepted the statements set out in this data protection clause;
- confirm that the information given in the application is complete and true to the best of your knowledge, and understand that deliberate omissions and incorrect statements could lead to your application being rejected or to your dismissal;
- give your consent to the processing of the information contained in this application and any other personal data you may provide separately, in the manner and to the extent described; and
- authorise Community Resource to verify all statements contained in this application and to make any necessary reference checks.

6. Data Retention

Unsuccessful applicant data will be held within the recruitment system for a period of twelve months before being destroyed, in order that we may contact you regarding any further vacancies and respond to statutory reporting requests. Successful applicant data will be deleted within two years following the end of your employment with us.

7. How to contact us

For any queries in connection with this privacy statement, please contact Community Resource, 4 The Creative Quarter, Shrewsbury Business Park, Shrewsbury SY2 6LG.