



**Project Worker – Severn Wye Energy Agency Ltd (reg. charity 1083812)**

Location: Gloucestershire

Salary: **£17,000 - £25,000** dependant on experience.

Hours: FT only. Permanent Contract

Key Words: Advice, Customer Care, Social Enterprise, Charity, Environmental Sustainability  
Social Welfare, Energy Efficiency, Affordable Warmth, Fuel Poverty

Are you passionate about people and the environment? Do you want to make a difference to people's lives?

Here at Severn Wye we pride ourselves on our ability to communicate with and support the most vulnerable in society. We also help consumers, communities and businesses find solutions to their sustainable energy needs.

If this sounds like you then we want to hear from you.

We are currently recruiting a project worker to support our flagship Warm & Well project.

We are looking for someone who has good attention to detail, experience of project delivery and a desire to provide high levels of quality and customer service to our clients. Initially you'll be working with project managers and frontline advisers to support them in ensuring we deliver our targets in relation to the Warm & Well project via call quality monitoring. Following that you'll be providing support across the whole project.

All we ask is that you have a positive attitude, a willingness to learn and are passionate about helping people. While some interest in the environment and energy is useful we recruit for attitude and train for skill so we're looking for people with the right personality for success and we'll bolt on the rest.

Contact centre or customer service experience is desirable but not essential.

Full 'Job Details for Applicant' and application form available on [www.severnwyenergy.org.uk](http://www.severnwyenergy.org.uk) or by request to: Sandra Bradley 01452 835 060, [recruitment@severnwyenergy.org.uk](mailto:recruitment@severnwyenergy.org.uk)

*In line with our equalities policies, managers selecting candidates for interview do so anonymously, therefore only application forms will be accepted, not CV's. Candidates may also submit a one page cover letter as long as it is simple to remove details that may indicate age, gender or race.*

Applications to reach us by **5pm 15<sup>th</sup> June 2017**

Interviews will be held on the **11<sup>th</sup> July 2017**

