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Description automatically generatedNet Zero policy & ENGAGEMENT OFFICER

The future is Net Zero - be a key person in this innovative subject shaping how we live in Wales going forward.

ABOUT TPAS CYMRU

TPAS Cymru has supported social housing tenants and landlords in Wales for nearly 35 years and has a strong track record in developing effective tenant engagement through training, support, practical projects, and policy development. We have an extensive knowledge of social housing with a focus on issues from the tenant perspective and for tenants’ benefit. We are also increasingly working to facilitate tenant participation in the private rented sector.

Across Wales we improve the quality of tenant participation and tenant voice through disseminating and promoting good practice.

At government level, we contribute to policy change by informing about policy developments and issues, channelling the experience and needs of tenants and landlords to policy makers, and working with partner organisations to influence positive change.

**Net Zero Agenda**

Lowering carbon consumption is a key objective of policy makers across the world.  
In Wales, the housing sector and Welsh Government are equally committed to this objective. New standards and solutions are being developed for new homes and some of the innovation in building affordable new homes is amazing.

This role is linked to the challenge of creating low carbon homes from the 200,000 existing social houses in Wales. The homes build already you see everyday. This is often called ‘Retro-fit’- how to retrospectively upgrade existing homes with new materials, technology and change in lifestyle to achieve lower carbon living. It’s a multi-billion-pound challenge and the tenant is at the heart of this.

There are good technical people working on Net Zero and specifically retrofit, running multiple projects across Wales often with Welsh Government support. This role is needed to focus on the tenant/resident who will be going through this positive disruption and significant lifestyle change. We want to work with tenant groups, social landlords to look at whole end to end experience as well as track their ongoing experience.

We also want to ensure this pan Wales work delivers benefits to communities in form of:

1. Local training and employment opportunities
2. Use of circular economy in terms of supply chain
3. Reduction in fuel poverty

**JOB PURPOSE**

As Net Zero Engagement Officer (part of an experienced and supportive delivery team), you will lead and deliver on the tenant & resident experience of a net zero agenda within the housing sector in Wales. The focus is on the user, the people living in their homes, their experiences & how landlords & WG engage with them. We want to identify best practices and ensure that everyone benefits from this decarbonisation agenda.

We want you to bring tenants and housing professional together from across Wales to discuss and learn from each other.

This will include development and delivery of training, facilitation of events (online and in-person) identifying, delivering and project managing consultancy and tender projects.

You need a passion for demonstrating tenant voice through case studies, social media content and simple video production

You **do not need to be technically skilled** in decarbonising homes, but you will not be intimidated by the principles and mechanics and will need to build a working understanding/knowledge of retrofitting technology & practices. Will we support this confidence with training and support.

**The work will be focused on the Net Zero agenda and include the following:**

Project Delivery

* Planning and facilitation of online and in-person focus groups and network sessions
* Identifying, developing, delivering and project managing consultancy projects being delivered with our member organisations
* Development and delivery of training courses/webinar content and related marketing materials
* Contribute to the development of the TPAS Cymru training and event programme through identifying needs and trends including a themed Net Zero week events
* Develop and foster relationships with our member organisations through networking and effective relationship management
* Work with network(s) of people involved in developing tenant engagement in relation to decarb whether as housing managers, community workers, tenant support workers or trainers
* Develop links across Wales with appropriate agencies and organisations in the field of tenant support and participation such as community development agencies

Policy & Business Development

* Represent TPAS Cymru, its members and tenants in policy development in sector and Welsh Government consultations regarding the Net Zero agenda withing housing.
* Identify, develop and deliver income earning projects and consultancy services
* Undertake topical research into new developments in the fields of net zero & decarb
* Development of new tools, formats and engagement opportunities
* Raise brand awareness of TPAS Cymru within technical Net Zero departments and companies

COMMUNICATIONS & mARKETING

* Use social media effectively and proactively to promote your current projects and opportunities for our members and the sector
* As a team member, support and contribute to our digital engagement channels
* Write articles, blogs, publications, video explainers etc based on agreed Net Zero subjects.
* Support the development of marketing and comms material

Other Duties

* The role needs to keep abreast of developments in Welsh housing policy and be able to represent TPAS Cymru in policy development meetings
* To prepare and maintain a rolling projection of delivery activities and to monitor and manage delivery of objectives (deliverables and income)
* Undertake other appropriate duties as agreed with line manager

Role details

* **Reporting:** The post holder will report to the Chief Executive but as we are currently a team of 8 we work together as a close team without rigid structures and hierarchy. We want you to feel confident to make decisions in areas of your responsibility and to contribute to the direction and success of TPAS Cymru and its members.
* **Location:** The role is based out of our Cardiff office, however many of team are currently remote working with regular meetings in the office. This role does require some face to face meetings and events around south Wales and infrequent travel to north Wales.
* **Contract type:** Permanent
* **Hours:** Flexible for the right candidate as we want the right person. The role has been budgeted for between full time (35hours) to 28 hours.
* **Salary:** £34,000 Full time equivalent which would be prorated for hours agreed.
* **Benefits** inc: 5% pension contribution, generous holiday allowance, good culture of empowerment.
* **Flexible working:** This is a front facing role and much of our work is required to be delivered in standard business hours. We try to accommodate flexible working around core delivery tasks.

KEY SKILLS / PERSON SPECIFICATION

* Passion & keen interest in Climate change/Net Zero with ability to speak confidently on this subject to a wide range of stakeholders including senior management and tenant groups.
* Well organised and able to organise others
* Confident in person and in online meeting settings
* Ability and enthusiasm to interact effectively and courteously with a wide range of people
* Good digital confidence – such as Zoom, MS Teams and online survey tools
* Confident and engaging in the use of social media platforms to promote Net Zero work being undertaken and to promote new opportunities
* Effective in creative writing skills to showcase Net Zero projects and to promote services and outcomes in an engaging way
* Confident in front of a camera recording video material
* Good communication skills with the ability to work effectively in a small team.
* Note: you will be part of a dynamic and supportive team with lots of supporting skills and resource to assist your aims

**August 2023**