Project Officer job description

Location: South Wales (hybrid with 1 day a week at Port Talbot Office)
Salary: £26,300
Contract Type: Permanent

About Warm Wales

Warm Wales is a community-focused charity working to help households live in warmer, safer and healthier homes through practical energy advice, support to reduce fuel poverty, and access to wider assistance. We recognise that cold, damp and energy-inefficient homes can have a significant impact on physical and mental wellbeing, particularly for people living with low incomes and long-term health conditions. By connecting fuel poverty support with health and wellbeing outcomes, Warm Wales helps residents address the root causes of poor living conditions and supports preventative, person-centred action that can improve quality of life.

The role

Reporting to the Hub Team Leader, the Project Officer will provide responsive, well-organised and person-centred support across a range of Warm Wales projects. The role will help vulnerable households and those experiencing fuel poverty or poor housing conditions by coordinating enquiries, referrals, appointments, advice and appropriate interventions.

Taking a holistic approach, you will understand how fuel poverty, housing conditions, financial circumstances, health and wellbeing are interconnected. You will work directly with residents and partner organisations to identify individual needs and coordinate practical support that responds to immediate concerns while strengthening longer-term resilience.

As a key point of contact for Warm Wales, you will respond to enquiries and referrals, collect and record accurate information, arrange follow-up actions and connect households with the most suitable internal or external support. Your work will help residents achieve positive outcomes, including increased income, reduced debt, more affordable warmth and a lower risk of fuel poverty.

Key Responsibilities

Customer Contact and Support

- Act as the client first point of contact for all incoming enquires.
- Respond promptly to inbound and outbound enquiries, arrange appointments and explain the support available through Warm Wales services.

Project Officer job description

- Gather customer feedback and record it accurately on the CRM system to support service improvement.

Referrals and Case Management

- Triage incoming referrals from householders to identify their needs, assess the urgency and level of support required, and provide appropriate advice or referrals in line with project requirements, including support for vulnerable households experiencing crisis.
- Identify and escalate risks, safeguarding concerns, barriers or casework issues identified through triage, providing clear information to support a timely and appropriate response.

Administration and Data Quality

- Maintain complete, accurate and up-to-date records on the organisation's case management system, databases and spreadsheets.
- Monitor shared email accounts, process referrals and respond to general enquiries, directing each contact to the appropriate project or colleague.

Partnership and Service Delivery

- Build and maintain effective working relationships with partner organisations to support coordinated service delivery and appropriate referral pathways.
- Provide flexible support across projects to help managers meet service standards, delivery deadlines and customer needs.
- Undertake other reasonable duties that support the effective delivery of Warm Wales projects and organisational priorities including supporting community events to represent Warm Wales where needed.

Person Specification

Essential Criteria

Skills and Abilities

- Clear and confident written and verbal communication skills, with the ability to engage professionally with customers, colleagues and partners.
- A professional, empathetic and customer-focused telephone manner.
- Sound judgement and discretion when handling confidential and sensitive customer information.
- Ability to use initiative, solve problems and make appropriate decisions within agreed procedures.
- Ability to work collaboratively and contribute positively to a supportive team environment.
- Ability to manage a varied and high-volume workload across multiple projects while maintaining quality and attention to detail.

Project Officer job description

- Ability to assess individual needs, identify suitable referral options and research additional sources of advice or support.

Knowledge and Experience

- Confident use of Microsoft Office applications and the ability to learn new digital systems.
- An understanding of UK GDPR, confidentiality and responsible information handling.
- Proven administrative experience, including accurate data entry and record management.
- Strong attention to detail and the ability to coordinate several tasks without losing accuracy or momentum.

Personal Qualities

- A collaborative, reliable and respectful approach to working with others.
- Willingness to work flexibly when service needs require it.
- Willingness and ability to travel to project offices, community locations and events as required.

Desirable Criteria

- Experience of working in fuel poverty, energy advice, housing, welfare support or another relevant service area.
- A Level 3 qualification in Energy Awareness, or willingness to achieve it during the probationary period.
- Welsh-language skills.
- An NVQ in Office Administration, or equivalent relevant experience.
- A full UK driving licence and access to a vehicle for work-related travel.

Key Competencies

- Customer focus
- Assessment and triage
- Communication
- Organisation and prioritisation
- Partnership working
- Judgement and accountability