



Training and Education Officer - R96

Location: Flexible within the UK

Remote/Hybrid

Full Time (37 hours per week)

2-year fixed term

Background information on National Energy Action

National Energy Action (NEA) is the national charity which works to eradicate fuel poverty and campaigns for greater investment in energy efficiency to help those who are poor or vulnerable to be able to stay affordably warm. NEA works in partnership with central and local government, fuel utilities, housing providers, consumer groups and voluntary organisations to promote energy efficiency with the aim of bringing social, environmental, housing and employment benefits to communities. NEA currently employs over 180 staff at our national headquarters in Newcastle upon Tyne and in regional offices across England, Wales and Northern Ireland.

NEA achieves its objectives through:

- Developing and managing practical projects which demonstrate innovative ways of tackling fuel poverty and bringing the wider benefits of energy efficiency to communities.
- Carrying out research and analysis into the causes and extent of fuel poverty and the developing policies which address the problem.
- Providing advice and guidance on good practice in delivering energy efficiency services to low-income householders.
- Developing national qualifications and managing their implementation to improve the standards of practical work and the quality of energy advice.
- Campaigning to ensure social and environmental objectives are brought together under national energy efficiency programmes.

Since 2021, the number of people plunged into fuel poverty has skyrocketed. The energy crisis has resulted in millions of people unable to stay safe and warm in their own homes. Our figures show that there are 6 million households living in fuel poverty. Our services have never been in more demand. We are investing in our policy and public affairs team to ensure we can raise as much as possible to help people facing fuel poverty.

NEA is the leading national fuel poverty charity. Please visit our website at www.nea.org.uk to find out more about our work.

NEA's Structure

NEA is governed by a Board of Trustees and headed up by its Chief Executive Officer. The Charity comprises of five distinct Directorates:

- Policy and Advocacy
- Support Services
- Community
- Development & Partnerships
- Homes.

The post of Training and Education Officer sits within the Development and Partnerships Directorate.

NEA - delivering projects and services

NEA seeks to advise and support householders directly via a range of projects delivered by the Directorates of Communities, Development and Partnerships and Homes. These teams deliver a varied programme of work throughout England and Wales and each directorate's broad responsibilities are set out below. Individual projects may have different objectives, but all aim to offer advice and support services directly to householders or to frontline staff working with vulnerable and fuel poor householders. We deliver accredited training courses, income maximisation, energy efficiency advice and technical services. Responsibilities of the three directorates are divided as follows:

Operations Practical project Design and Delivery		
Communities	Development and Partnerships	Homes
<ul style="list-style-type: none">• Community Engagement• Consumer household energy advice• Operational Partnerships• Incomes Maximisation and Benefits Advice	<ul style="list-style-type: none">• Training, Skills and Education• Innovation• Quality Assurance and standardisation• Strategic Stakeholder engagement• Engagement with Smart Meter Roll Out	<ul style="list-style-type: none">• Energy efficiency and retrofit• Technical and innovative project development delivery and evaluation

NEA obtains sponsorship and funding from a range of sources to enable the charity to meet its objectives to work with public, private and community sector partners to develop innovative projects which seek to establish good practice in bringing affordable warmth solutions to low income and vulnerable households. Lessons learned from project delivery are evaluated to inform NEA's policy recommendations to central and local government, consumer bodies or other partners. The Directorates consist of staff with a range of skills, including specialisms in community engagement and partnership development, technical understanding of energy efficiency measures, training delivery and skills development (including examination and assessment), fuel debt advice and the health impacts of fuel poverty.

About the post

NEA has an exciting opportunity for a Training and Education Officer to support with the delivery of our accredited training and qualifications to stakeholders across the United Kingdom as well as develop and deliver our expanding education programme nationwide.

You will work across both the training and education teams to develop and deliver training courses and education workshops to frontline workers, volunteers, and young people from a wide range of organisations, including local authorities, housing associations, voluntary and community groups, and commercial organisations.

Our training courses and workshops cover key issues associated with fuel poverty, fuel debt, affordable warmth, low-carbon technologies and practical energy efficiency advice. You will work alongside the training team to develop, design and deliver these engaging online and face-to-face courses and qualifications. You will act as an examiner for all NEA qualifications, assist in the development of future assessment-based qualifications; and have the ability to identify new opportunities for training and assessment product development.

You will work closely with the existing education team to enhance the current education provision of the charity; you will develop and deliver education sessions in line with programme and funding needs. Delivery will include both Primary and Secondary school sessions as well as bespoke education sessions for care leavers, young carers, youth offenders and children soon to be attending university or college.

We are accepting applications from across the United Kingdom however, we are particularly interested in hearing from applicants in the Midlands, Yorkshire and the North-East of England.

Terms and Conditions of Employment

Salary:	The salary range is £31,068 - £35,836 per annum. Points 18-25 (plus £3,300 London Weighting if applicable). New appointments are usually made at the starting point of the scale.
Hours of work:	37 hours per week, Monday to Friday on a flexi-time basis. Applicants must be willing to work away from home as required. In the event of work undertaken on evenings or weekends, and which may involve travel away from the office, time off in lieu of payment is given.
Contract:	2-year fixed term.
Holidays:	25 days, plus 3 additional days in the Christmas/New year period, plus all public holidays per annum.

Pensions and other benefits:

NEA offers a money-purchase, non-contributory pension scheme. 11½% of basic salary will be paid by NEA into the pension. NEA also offers death-in-service benefit cover to state retirement age and enhanced sick pay.

As well as the above, NEA also offers: Flexible Working, Enhanced Family Friendly payments (e.g., Maternity, Paternity and Adoption Entitlements), Eye Test Payments, Bicycle Loans, Employee Assistance Programme, Employee benefits platform.

Office:

Remote or hybrid depending on proximity to a National Energy Action office. Post-holders must be resident within the UK and able to prove their right to work in the UK. Post holders must also be willing to travel throughout the UK, including overnight stays as appropriate. **Hybrid working is subject to a risk assessment to ensure the working environment is appropriate under health and safety and GDPR requirements.**

Interviews

Interviews will take place **Wednesday 21 May 2025** via Teams. Full details will be provided to candidates invited to interview. Please indicate in your application if you will be available on this date should you be selected for interview. Candidates are not expected to be present for the full day.

We regret that only short-listed candidates will be contacted. If you have not heard from us within 4 weeks of the below closing date, please assume that your application has been unsuccessful.

Application Procedures

Applications should be submitted on an NEA application form. Please quote reference number R96. Use this form to detail why you are interested in the post, your qualifications, experience and any other relevant information. You might find this [guidance](#) useful. **A job description and person specification are provided below.**

For an informal chat about this vacancy please contact Michala Sullivan, Training Programme Delivery Manager, at michala.sullivan@nea.org.uk.

The closing date for applications is 12 noon on Tuesday 06 May 2025.

How to apply:

- Apply Online by clicking [here](#). If you would like the application form in another format, please email jobs@nea.org.uk.

Please be aware that National Energy Action is not a sponsoring organisation. Therefore, the successful applicant must already possess the right to work in the UK or be able to secure the right to work in the UK independently.

Please note CVs will not be accepted as part of the application process. No agency or advertising enquiries please.

NEA aims to be an equal opportunities employer. We welcome applications from any applicant who has the necessary skills and experience for the post. **Charity Registration No. 290511. Company Registration No: 01853927.**

Job Description

Post: Training and Education Officer

Grade: 6 – SO1 – pts. 18-25

Responsibilities:

1. Design, develop, and deliver dynamic educational content through both face-to-face and online platforms, ensuring alignment with funding requirements and program objectives. Monitor, evaluate, and report on program outcomes and delivery effectiveness.
2. Collaborate in the creation of innovative educational programs tailored to the needs and abilities of learners across schools, colleges, and universities. Liaise with the management team to identify and secure funding opportunities to support program delivery.
3. Act as course tutor, delivering NEA's training courses and qualifications to a wide range of organisations, including local authorities, housing associations, voluntary and community groups, and commercial organisations across England and the wider UK, fulfilling the flexible travel requirements of the role.
4. Act as an examiner for all NEA qualifications and assist in the development of future assessment-based qualifications.
5. Ensure that NEA's training courses are well organised, presented and evaluated and provide regular reports and course information to relevant staff and funders, as appropriate.
6. Ensure that NEA training and assessment content is regularly reviewed and kept up-to-date and that relevant colleagues are informed of any changes as appropriate.
7. Identify new opportunities for training and assessment product development.
8. Design, develop and produce engaging and innovative training presentations and materials as appropriate, for face-to-face and online delivery. Adapt to and implement changes as a result of developments in the fuel poverty and domestic energy efficiency policy context, in consultation with the Training and Assessment Manager and other training colleagues.
9. Contribute to the general work of NEA's Directorate of Development and Partnerships and assist with the promotion and funding submissions of NEA's training and education services to a wide range of audiences.
10. Understand, adhere and contribute to NEA's BSI:ISO9001 quality management system, including the quality assurance procedures and processes as directed.

11. Contribute to NEA publications, seminars, conferences and training events as appropriate.
12. Other responsibilities as may be agreed from time-to-time.

Person Specification

Training and Education Officer

Candidates should meet the following requirements for the post:

Essential Requirements:

1. Relevant education qualification (preferably a degree in Education or CERT Ed with suitable qualifying period, or equivalent).
2. Experience of design and development of teaching and learning programmes and the National Curriculum.
3. Excellent oral and written communication, with sound presentation skills and a creative and structured approach to training delivery.
4. Experience of course and qualification development and delivery.
5. Ability to undertake research relevant to course design, and willingness to become a subject matter expert in course subjects.
6. Demonstrated ability to effectively communicate with a diverse range of external stakeholders and internal staff.
7. Good organisational and administrative skills and a good level of numeracy.
8. Good IT skills, including an understanding of Microsoft Office (incl PowerPoint, Word and Excel).
9. Self-motivated and the ability to work individually and collaboratively as part of a busy dynamic team.
10. Degree or equivalent qualification.*
11. Commitment to the aims and objectives of NEA and the eradication of fuel poverty.
12. Willingness to work outside normal office hours and away from home.
13. A current UK driving licence.**

Desirable Requirements:

1. Experience of assessing and evaluating training needs and an understanding of hybrid learning styles.
2. Experience of working within a school environment, developing and teaching engaging lessons and resources around topics such as energy, poverty, careers and employability.

3. Experience of assessing learning against objectives and assessment criteria.
4. Understanding the marketing of NEA's training/education products within a learning environment.
5. Experience or knowledge of fuel poverty, community development, debt or money advice, consumer issues or housing.
6. Experience of working with vulnerable householders, low-income and/or other disadvantaged groups.
7. Demonstrate the ability to effectively represent the organisation on inter-agency and stakeholder working groups.
8. Use of a car.**

* Candidates without such qualifications but able to demonstrate significant relevant experience and who meet all other essential criteria will be considered provided they are willing to undertake such a qualification, supported by NEA.

** NEA operates a public transport use policy for all staff. ~~However,~~ due to limitations of public transport across some parts of England and Wales this is not always possible, so the postholder would need to have a current UK driving license.