PEMBROKESHIRE FRAME

Job Description

Job Title: Community Support Officer
Location: Merlin's Bridge
Responsible to: Community Fuel Guidance Manager
Salary: £24,784.50 Pro rata
Hours: 33 Hours per week

About FRAME

Pembrokeshire FRAME is a registered charity and social enterprise supporting people who face barriers to employment while reducing waste through reuse, recycling and recovery services. We promote social inclusion, well-being and environmental sustainability across our community.

Our community-focused fuel poverty team supports people across Pembrokeshire with practical, person-centred guidance. Due to continued growth and increasing demand, we are seeking an organised and compassionate Community Support Officer to support the delivery of this important service.

Working as part of a small, dedicated team, the postholder will help ensure enquiries are handled efficiently, sensitively and professionally, while supporting clients who need help the most.

Role Purpose

To support the existing Community Fuel Guidance team in the effective delivery of the project, with particular emphasis on managing client enquiries, coordinating appointments, maintaining accurate records and supporting the reporting of key project outcomes.

Key Responsibilities

- Act as a welcoming first point of contact for clients, partners and referral agencies via phone and email.
- Respond to enquiries sensitively and professionally, ensuring clients are directed to the appropriate support.
- Book and coordinate appointments at FRAME's base and, where required, in clients' homes.
- Maintain accurate and up-to-date client records using a CRM system, such as HubSpot or similar.
- Support the organisation of community events, outreach sessions and team attendance at local activities.
- Assist with applications on behalf of clients, including financial support, energy-related schemes and other relevant assistance.
- Collate data and support the preparation of reports to demonstrate project impact, outcomes and key performance metrics.
- Provide general administrative support to the Community Fuel Guidance team.

- Work in line with FRAME's safeguarding, confidentiality, data protection and equalities policies.

Person Specification

Essential

- Friendly, empathetic and confident when communicating with a wide range of people.
- Strong organisational and administrative skills, with good attention to detail.
- Confident using the telephone and able to communicate clearly and professionally.
- Comfortable using IT systems, including email, spreadsheets and databases.
- Able to maintain accurate records and handle information sensitively and confidentially.
- Comfortable working with data and supporting basic reporting requirements.
- Able to work independently, while contributing positively to a small and supportive team.
- Flexible and willing to adapt to the needs of a busy and growing service.

Desirable

- Experience using a CRM system, such as HubSpot or similar.
- Experience working in a community, charity, advice, customer service or administrative setting.
- Awareness of fuel poverty, financial hardship or other barriers affecting individuals and families.
- Experience supporting applications, referrals or signposting clients to services.

Safeguarding & Inclusion

FRAME is committed to creating an inclusive and supportive environment for all staff, volunteers and service users. While this role does not involve direct support work, an understanding of the values and context of FRAME's work is important.

The successful applicant will be required to undertake a DBS check appropriate to the role.

What We Offer

- The opportunity to contribute to meaningful community impact
- A supportive, values-driven working environment
- Ongoing training and development
- The chance to help shape and grow developing services within FRAME