

Job Title: Community Support Officer

Location: Merlin's Bridge

Responsible to: Community Fuel Guidance Manager

Hours: 22.5 hours per week

Rate: £12.71 per hour

Contract: Fixed two-year contract, dependent on continued funding

Background

Pembrokeshire FRAME – Community Fuel Guidance Team

We are a highly successful and widely respected, community-focused team making a real difference to people experiencing fuel poverty across Pembrokeshire. Due to our continued growth and increasing demand, we are looking for an organised, compassionate Community Support Officer to join us and support our ongoing work.

Working alongside our existing small and dedicated team, you will play an important role in helping us deliver a responsive, person-centred service to those who need it most.

About the Role

This is a varied and rewarding role, ideal for someone who enjoys combining strong administrative skills with meaningful, community-based work. You will be a key part of the team, helping to ensure our service runs efficiently while also supporting our direct work with clients.

Job Description

Key Purpose

To support the existing team in all aspects of the project, with particular emphasis on managing enquiries and supporting the reporting of key project metrics.

Key Responsibilities

- Acting as a welcoming first point of contact for clients via phone and email
- Booking and coordinating appointments, both at our base and in clients' homes
- Maintaining accurate and up-to-date client records using a CRM system, such as HubSpot or similar
- Supporting the organisation of community events and arranging bookings for team attendance
- Assisting with applications on behalf of clients, such as financial support or energy-related schemes
- Collating data and assisting with the preparation of reports to demonstrate impact and outcomes
- Providing general administrative support to the team

About You

We are looking for someone who:

- Is friendly, empathetic, and confident speaking with a wide range of people
- Has strong organisational and administrative skills
- Is confident using the phone and communicating clearly
- Has experience using a CRM system, such as HubSpot or similar, although training will be provided
- Is comfortable working with data
- Can work independently but enjoys being part of a small, supportive team
- Is flexible and willing to adapt to the needs of a busy and growing service