

Bernicia Group Role Profile

Title: Decarbonisation Assistant

Reporting to: Decarbonisation Programme Manager

Date: July 2026

Purpose

To provide a comprehensive administrative and customer support to the Property and Assets teams, with a primary focus on supporting the successful delivery of decarbonisation and retrofit projects.

The post holder will act as a key point of contact for residents, delivery partners, and internal teams, ensuring effective communication, accurate record keeping and the smooth coordination of project activities from planning through to completion.

The role plays a vital part in ensuring projects are delivered efficiently, customers receive an excellent service, and all administrative processes, documentation and compliance requirements for grant funded activities are managed accurately and within agreed timescales.

Accountabilities

Operational

- Act as a central point of communication between customers, on-site colleagues, delivery partners and internal departments, ensuring queries and issues are dealt with promptly and professionally.
- Respond to resident enquiries by telephone, email and written correspondence, providing excellent customer service and timely updates.
- Support the Decarbonisation Support Assistant(s) with verifying, recording and maintaining project documentation and compliance records.
- Prepare, distribute and maintain documentation including mail merges, appointment letters, and project communications.
- Assist with the administration of documentation required for residents to apply for the Smart Export Guarantee (SEG) scheme, ensuring all paperwork is issued and recorded accurately.

- Support the input, collation and maintenance of Feed-in-Tariff (FiT) and energy generation readings.
- Send introductory, pre- installation and post-installation information to residents, ensuring they remain informed throughout the process.
- Maintain accurate electronic records, ensuring all project information is current, complete and compliant with data protection requirements.
- Monitor outstanding actions and liaise with relevant departments to help progress works and remove barriers to delivery.
- Coordinate and manage customer access arrangements, which may involve liaising with our Housing team, customers and delivery partners to resolve access issues and ensure works progress as planned.
- To support the Strategic Decarbonisation Manager and/or Decarbonisation Programme Manager in the management of Heat Network, Environmental Sustainability and utility management activities as required.
- Support the collection, recording and reporting of environmental KPI data to ensure accurate and timely performance monitoring.
- Support the collection and collation of data required for heat network reporting and compliance.
- Provide administrative support for the Energy Performance Certificate (EPC) programme, including maintaining records, providing customer details, coordinating information and supporting the progression of EPC activities.
- Attend and contribute to project meetings, team meetings, workshops and seminars, taking minutes and following up agreed actions where required.
- Develop and maintain positive working relationships with internal departments, external stakeholders, and delivery partners to support successful project delivery.
- Provide administrative support across the wider Property and Assets teams as required.
- Support continuous improvement by identifying opportunities for efficiencies and to improve administrative processes and customer service.

Corporate

- Comply with all relevant legislation and work within our policies and procedures.
- As appropriate to the role, take ownership of the data in your area and support the achievement of high quality data and data management across Bernicia, by ensuring any data recorded is accurate, reliable and trustworthy.
- Perform your role in accordance with the Bernicia Way and draw to your manager's attention any unsafe working practice/conditions.
- Maintain a safe and healthy working environment, by ensuring all health and safety policies and procedures are fully implemented and consistently applied and carrying out suitable and sufficient risk assessments.

The above list is not exhaustive and your role will certainly change over time reflecting the changing needs and activities of the organisation and our commitment to making best use of technology and improving the way we do things. You must therefore be committed to personal development, adapting to and welcoming change and making continuous improvements in the efficiency and effectiveness of our use of resources.

All colleagues are encouraged to not ignore work at the boundaries of their specific role, by taking "ownership" of any issue with which they become involved, ensuring that all matters are brought to a satisfactory conclusion. This includes identifying any risks involved in the day to day responsibilities of the role and taking action to mitigate those risks.

Essential Skills & Experience

- GCSEs (grades 9 – 4 or equivalent) in English and Mathematics.
- Previous experience in an administrative or business support role.
- Experience of providing high quality customer service.
- Strong verbal and written communication skills.
- Excellent organisational skills with the ability to manage multiple priorities and meet deadlines.
- Ability to work independently whilst contributing effectively as part of a team.
- Caring, empathetic, problem solving and ability to manage own workload.
- Good IT skills, with an experience of Word and Excel, and with an ability to update and interrogate bespoke systems.

Desirable Skills & Experience

- Relevant demonstrable experience in a similar role.
- City and Guilds Business and Administration Level 3 (or equivalent).
- An understanding of energy use in the home, retrofit/decarbonisation measures and building physics.
- Understanding of the relevant Regulatory Standards for Social Housing.
- Knowledge and experience of working in social housing.

Values

Value	Expectation
Customer Focused	We understand our customers and champion customer focus.
Trusted	We uphold the highest standards of integrity in all our actions, we are personally accountable and deliver what we say we will do.
Respect for People	We respect our tenants and customers and recognise them as individuals. We value our colleagues, encourage their development and reward their performance.
Leadership	We provide strong and transparent leadership, supported by clear decision-making which is evidence-based and outcomes-focused.
Collaborative	We collaborate to help meet the needs of tenants and customers, partners and the wider North East.



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