



EnergyCloud Operations Coordinator Job Spec September 2026

Company Overview

According to the ESRI there are over 550,000 households (almost 1.5 million people) in energy poverty and as a country we wasted €523 million in renewable wind energy in 2025.

EnergyCloud Ireland is a registered charity and **our vision is to end energy poverty**. We are working to achieve this by:

- Advocating for better Government policy and delivery; and
- Creating solutions to highlight that when there is waste in the system it is possible to deliver this to homes in energy poverty

Job Description

The Operations Coordinator will oversee EnergyCloud's day-to-day operational processes, with a focus on CRM systems, partner engagement, reporting, and compliance. This role is ideal for a hands-on leader who has grown from customer-facing roles into operations management and is ready to take ownership of organisational systems and service delivery.

The Operations Coordinator will work closely with the technical team to ensure that EnergyCloud's programs are delivered efficiently, transparently, and with measurable impact.

Responsibilities

Operational Work

- Coordinate with installers, housing bodies, and community partners to ensure seamless delivery of services.
- Help manage and optimise EnergyCloud's operational workflows, ensuring alignment with organisational goals.
- Work on ticket and CRM management systems (Zoho), ensuring data accuracy, GDPR compliance, and effective stakeholder engagement.

Stakeholder & Community Engagement

- Work with partners (County Councils, Approved Housing Bodies, installers, funders etc.), ensuring their experience with EnergyCloud is smooth, responsive, and professional.
- Gather feedback from communities and partners to inform service improvements.



- Support communication campaigns and reporting requirements for funders and stakeholders.

Team & Cross-Functional Support

- Support cross-departmental collaboration (technical, business admin, partner success).
- Build a culture of accountability, responsiveness, and continuous improvement.

Qualifications

- Proven experience in operations management, ideally within customer service, logistics, or social impact organisations.
- Working knowledge of Ticket Management and CRM systems (Zoho or similar).
- Excellent data management and reporting skills (Excel, Google Sheets).
- Strong interpersonal and communication skills, with the ability to build relationships across diverse stakeholder groups.
- Passion for social and environmental justice, with a commitment to EnergyCloud's mission.

Working Conditions and Package

This role is remote with a requirement for in-person meetings on a semi-regular basis. Package will be competitive based on experience.

The successful candidate may occasionally be required to travel within Ireland to meet suppliers, partners, installers or other project stakeholders.

Please apply with a CV and cover letter to irelandjobs@energycloud.org, please do not phone or contact through any other channel.