



EnergyCloud Ireland Community Engagement 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

We are seeking a Community Coordinator to join our Community Engagement Team. Acting as a key link between EnergyCloud and the communities we serve, you will coordinate resident communications, stakeholder relationships, administrative activities and technology installations. You will work closely with residents, local authorities, approved housing bodies, community organisations, sponsors, installers and internal teams to ensure each programme is delivered smoothly.

Your work will directly contribute to a positive resident experience, strong community relationships and the successful delivery of EnergyCloud initiatives.

Key Responsibilities

- Serve as the first point of contact for residents, housing bodies and local partners.
- Respond to enquiries and provide residents and stakeholders with clear, timely information.
- Manage enquiries through EnergyCloud's customer relationship management or ticketing system, ensuring issues are recorded, monitored and resolved promptly.
- Coordinate EnergyCloud technology installations, including scheduling appointments and communicating with residents and installers.
- Work closely with technical and operations teams to support the smooth rollout of programmes within local communities.
- Coordinate administrative activities, including correspondence, record-keeping and reporting.

- Maintain accurate and up-to-date records of installations, community participation, engagement and feedback.
- Build and maintain strong relationships with county councils, approved housing bodies, community organisations, sponsors and other stakeholders.
- Support communications and outreach campaigns to increase awareness of EnergyCloud initiatives.
- Work collaboratively across teams and manage the needs of multiple stakeholders.
- Handle resident and stakeholder information sensitively and in accordance with GDPR and EnergyCloud Ireland's data-protection policies.
- Follow relevant safeguarding, health and safety, and organisational procedures.

Skills and Experience

The successful candidate will:

- Have experience in community engagement, stakeholder management, customer service, administration or a related area.
- Be highly organised, with excellent attention to detail and the ability to manage competing priorities.
- Demonstrate strong interpersonal and communication skills, with the ability to build trust and rapport with people from diverse backgrounds.
- Communicate clearly and confidently when responding to enquiries, explaining technical information or providing project updates.
- Be proactive, resourceful and comfortable working both independently and as part of a cross-functional team.
- Be confident using Microsoft 365, digital communication platforms and record-management systems.
- Demonstrate empathy, cultural awareness and a commitment to social inclusion.
- Share EnergyCloud Ireland's passion for social justice and commitment to ending energy poverty.

Qualifications

- Bachelor's degree or relevant experience in community engagement, social sciences, or administration.
- Proficiency in Microsoft 365 and digital communication tools.



- Passion for social justice and commitment to ending energy poverty.
- Proficiency in a second language would be an advantage but is not essential.

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@energyccloud.org, please do not phone or contact through any other channel.