



Title of post:	Investor Support Coordinator
FT or % P/T:	PT 0.6 FTE 36 hours
Principle location of work:	Low Carbon Hub office, Oxford
Salary contribution:	£25,000 pro rata plus 3% employers pension
Holiday entitlement:	pro rata 25 days plus bank holidays
Immediate line manager:	Chief Operating Officer (COO)
Staff managed:	None
Closing date for applications:	midnight, Wednesday 18 September

About Low Carbon Hub

The Low Carbon Hub is a social enterprise that's out to prove we can meet our energy needs in a way that's good for people and good for the planet. The days of fossil fuels are numbered, and the shift to renewable generation is gaining pace giving us the opportunity to reshape the way we manage our energy.

The Low Carbon Hub develops community-owned renewable energy in Oxfordshire and re-invests 100% of our own surplus in our mission to create a zero-carbon energy system we can all feel good about.

The Low Carbon Hub is now embarking upon a new phase of its journey, working with several partners, small and large, including academia, local authorities, central government and commercial businesses, to demonstrate in practice how to make that goal a reality.

We are a small team of committed individuals and are looking for individuals who want to use their skills to explore and develop new ways of doing things, who are proactive and driven to achieve change and whose motivation is the overall wellbeing of our communities and our planet.

To date, over 1,000 people have invested in the Low Carbon Hub to support the development of community-owned renewable energy in Oxfordshire. With their support we have built 42 renewable energy projects, including solar PV arrays with schools and businesses, and one hydroelectric plant on the Thames. While our investor receive an annual return on their investment, for the majority it is the work and ethos of the Low Carbon Hub that motivates them to invest. There are exciting plans for the next 3 years and we anticipate this number will grow.

You can read more about us on our website: www.lowcarbonhub.org

Main duties:

We need someone to work closely with the Chief Operating Officer, who is also the Company Secretary, to ensure that our valued investors are properly looked after. We want someone who understands the values of the Low Carbon Hub; someone who will take pride in ensuring that the investor administration processes run smoothly and that we are always offering our investors the best customer service. As a small organisation working in a fast-changing environment, the right candidate will also need to feel confident working to tight deadlines and feel comfortable taking a flexible and proactive approach to changing priorities.

Activities include:

- Ensuring the Shareholder register database is kept up to date;
- Responding to investor queries in a timely manner, including daily management of the members@lowcarbonhub.org email address;
- On-boarding new investors – producing the share certificates and sending out their welcome packs;
- Processing equity withdrawal requests, including liaising with the Board where necessary;
- Assisting in the processing of probates in relation to shareholders;
- Working with the Communications team to support the creation of shareholder communications including the environmental, social and financial performance of their investment;
- Work with the Finance team to ensure that investors receive the correct annual interest and capital payments in a timely manner;
- Organise the AGM event and related papers;
- Identifying FAQs in investor queries;
- Updating investor pages on the website as new material becomes needed;
- Working to continuously improve the level of customer service we offer our investors.

Essential skills

- A team player;
- An understanding of what good customer service is;
- Ability to draft own correspondence in response to investor queries;
- Good telephone manner;
- Experience of using databases to generate mail merges and reports;
- Able to develop effective administration systems and be continuously looking for ways to improve.

Desirable

- Experience of registry services;
- Experience of community energy or other community ethos organisation.

How to apply

Please use the application form available to download on the website to apply and send this, along with your CV, to info@lowcarbonhub.org with 'Investor Support Coordinator' in the subject line.

Your application form should demonstrate how your skills and experience relate to the job description above.

The deadline for applications is **midnight, Wednesday 18 September**