Job description
Apprentice – Energy

This supporting role will be required to work at the council's premises at West Suffolk House, Bury St Edmunds and the new Mildenhall Hub, Mildenhall. While the job is primarily desk based, you may reasonably be required to work at any other of the council's premises and attend site visits as required to meet the needs of the service.

At West Suffolk Council we positively encourage agile working, with work being an activity we do, not a place we go. Work styles are led by operational and organisational need and are jointly agreed between the manager and employee.

Key responsibilities and activities:

To assist in providing effective project support to the Energy Team under the direction of the Senior Energy and Sustainability Officer you will be expected to carry out tasks required on a day-to-day basis. This role will include the following:

- Assisting the team with their delivery of a range of decarbonisation projects which currently include deploying electric vehicle infrastructure, installing heat pumps and solar PV.
- Undertaking a mix of technical, analytical, and administrative tasks aimed at improving the council's energy efficiency and reducing utility costs.
- Analysing and presenting data from the council's various online portals covering solar PV and electric vehicle infrastructure.
- Use the council's energy management and utility metering systems to identify energy saving opportunities.
- Support with the monitoring of energy use and renewables in council-owned buildings.
- Assist the team in delivering projects and reporting on project impacts.
- Liaise in person, by phone and by e-mail with a variety of people both within the council and external contractors, businesses and residents.
- Handle customer enquiries, provide administrative support using IT skills to access and input information on IT systems, and analyse data to show the impact of your work.
- Assist with the triaging of enquiries from a range of stakeholders.
- Help promote the team's services to residents and businesses including webpage updates.
- Assisting with the raising of purchase orders and payment of invoices.

The role has been designed for those looking for a career in energy management or sustainability. The work you will do will be designed to ensure you meet the evidence and standards required to achieve your academic qualification.

Our Apprentices employed on an initial 18-month contract, however there will be sufficient time allowed to complete the agreed level of study.

November 2026