



Centre for Sustainable Energy

Applicant information for the post of **Trainee Energy Advisor (Household Energy Services: ref HESa19)** for a fixed term period of 12 months

The Centre for Sustainable Energy's mission is to support people and organisations across the UK to tackle the climate emergency and end the suffering caused by cold homes. As we grow, we are seeing increasing enquiries from people about how welfare reforms, stagnant incomes and more recently the fuel price rises and increasing cost of living are impacting their lives. As a result, these queries are often sensitive in nature, requiring our energy advisors to have an empathetic approach and a can-do attitude to their work.

What will the job look like?

Working within our Household Energy Services (HES) team across a range of projects, the Trainee Energy Advisor role is for those people who would like to learn the skills and gain experience of giving energy advice to householders. The role will include a probation and competency review after six months. Successful completion of the competency review will enact a change of role to Energy Advisor for the final six months of the contract with an automatic salary review. There will be a further salary review 12 months from the start date should CSE be in a position to offer a contract extension.

The postholder will be expected to provide strong customer service, personal resilience, and work within agreed boundaries. You'll be working primarily on our telephone advice projects, taking calls on our advice line or making outbound calls. There is also an important administrative element to the role so accuracy and excellent attention to detail are key.

Here are some examples of situations you may deal with, among other things:

- Helping people apply for grant funding or vouchers for their prepayment meter.
- Helping people with various difficulties with their energy bill.
- Talking to people who are struggling to afford basic necessities and finding them the right help and support.
- Help people apply for renewable technologies, heating and insulation improvements.
- Supporting people who may be in distress or angry.
- Following successful completion of the six-month probation review there may be opportunities to give clients advice face to face at events and/or via home visits depending on need. Full training would be provided for these tasks.

CSE operates a flexible work pattern outside of our core hours and a time off in lieu timesheet system. The nature of the work also means that occasional evening and weekend working may be required from time to time once the postholder has passed probation. As part of our HES training programme, you will undergo the City and Guilds Energy Awareness course which is an essential foundation for advice provision. You may speak to people who are in severe poverty. You may speak to people who are angry or in distress or share that they have suicidal thoughts. We have a range of support information available as well as providing call handling skills guidance within our extensive

training programme. In addition, CSE offers several forms of support to safeguard the wellbeing of our staff.

To find out more about what it's like to work on CSE's energy advice line, read Martha's story:

www.cse.org.uk/news/working-on-cse-advice-line

You'll need:

- Some previous experience of giving advice, customer service or helping others in some capacity.
- To be skilled and confident in making and receiving calls.
- To be a quick thinker who can react to the many needs of the people we support.
- A strong sense of empathy.
- A strong sense of personal boundaries.
- An ability to support callers who may be in distress or angry. Training will be provided.
- An awareness of the need to maintain your own wellbeing.
- The ability to self-motivate and have good initiative.

Refer to the job description for further details.

Salary and other details: £23,465 paid monthly for a fixed term of 12 months (rising to £25,785 after 6 months, dependent on successful completion of probation and competency review). It is a full time post (37.5hrs/week) but we will consider applications for a minimum of 22.5hrs. We will pay fees and expenses for attendance on relevant training courses, and any expenses incurred in the course of work will be reimbursed in accordance with CSE's standard staff expenses policy. You will be entitled to 25 days paid holiday (plus statutory holidays). There will be a 6-month probationary period and review. New members of HES staff are expected to work in the CSE office throughout the duration of their probation period. However, we acknowledge that there may be exceptional circumstances from time to time when new staff may request to work from home.

What is CSE about?

CSE is one of the UK's leading energy charities. We have over 40 years' experience of helping people and organisations to tackle the climate emergency and end the suffering of cold homes. We strive to develop effective responses to the threat of climate change and the misery of cold homes, both at a national level and more locally around Somerset, Wiltshire and the West of England.

CSE has over 100 staff who combine home working with working from our central Bristol office. We work with a wide range of partners and funders including the Big Lottery Fund, the Department of Business, Energy and Industrial Strategy (BEIS), Ofgem, Citizens Advice, Esmee Fairbairn Foundation, Town and Country Planning Association (TCPA), National Grid, over 20 local authorities and housing associations and a range of different charitable trusts and foundations.

Our Household Energy Services team currently delivers energy advice through multiple telephone advice lines and where possible through events and face to face activities. We support low income and vulnerable households with billing queries, applications for the grants and referrals to contractors for insulation and heating improvements. We also deliver insulation schemes in partnership with local authorities, contractors and energy suppliers, and take a national lead in energy efficiency schemes that look at innovative solutions to helping customers retrofit their homes to cut their fuel bills and make their homes warmer.

See also www.cse.org.uk/my-home/advice-projects

Logistics

- The closing date for applications is **5pm on Monday 18 November 2024**.
- If you have not heard from CSE by 5pm on Wednesday 20 November, please assume that your application has been unsuccessful.

- **Interviews** will take place on **Tuesday 26 and Wednesday 27 November** at our offices in Bristol.
- The place of work will be our offices in central Bristol, with the potential for home working granted after successfully passing probation.

If shortlisted for interview, we will ask you to provide evidence demonstrating your eligibility for employment in the UK.

Application procedure

If you would like to discuss this role with us, please email martha.lecoyte@cse.org.uk and they will be happy to answer your questions.

Applications should be made on the application form available at www.cse.org.uk/jobs. Your application should demonstrate how your skills and experience relate to the person specification on the job description. **CVs and supporting letters will *not* be considered as part of the application process.** The front sheet of the application form containing personal information will be removed prior to the details of the form being read by the selection panel.

Applications should be sent by **email** to jobs@cse.org.uk or by **post** to Centre for Sustainable Energy, St James Court, St James Parade, Bristol BS1 3LH.