

Centre for Sustainable Energy



Applicant information for the post of **Head of Advice**

Would you like to head up a large advice team of passionate dedicated people who are at the forefront of tackling the energy crisis and supporting people in vulnerable circumstances?

We are looking for a dynamic individual who's motivated to help us deliver our charitable mission to end the misery of cold homes and tackle climate change. You will join our Senior Management Team and work alongside the Head of Retrofit and the Senior Operations Manager to provide management of CSE's Energy Advice function and support to the Director in leading the Household Energy Services team of over 70 people.

CSE has grown significantly in recent years, and we see further opportunities to increase our impact and influence as a charity in the coming years. We are recruiting a new **Head of Advice**. This is a unique opportunity to take up a senior management role in the Household Energy Services team and for CSE as a whole that will shape our home energy advice work going forward, maintaining our role as a leading national advice agency, and influencing UK government policy and energy industry practice around fuel poverty.

About CSE

The Centre for Sustainable Energy (CSE) is a Bristol-based national charity that supports people and organisations across the UK to tackle the climate emergency and end the suffering caused by cold homes.

For over 45 years, we've supported people to take effective action on energy in their homes. We help communities and local councils to understand energy issues, prioritise their efforts and put their plans into action. Our research and analysis work supports better local and national energy policies, more effective action to cut carbon emissions and reduce fuel poverty and influences the energy system transition to make it greener, smarter and fairer. Our website, at www.cse.org.uk, showcases the work we do.

To work towards our mission, we depend on our skilled and committed staff (currently c 120 individuals), who are based primarily in our offices in central Bristol. At any one time we're working on over 100 different and separately funded projects. Our funders and clients include national and local government, energy companies, charitable funders, research bodies and other voluntary sector organisations.

Our work

Projects like [Warmer Homes Advice and Money](#) showcase how our advice and collaboration can help those most in need. CSE has kick-started delivering advice through Smart Energy Action Plans project to facilitate the transition to a net-zero energy system and continued our vital work in addressing fuel poverty, aligning with the government's focus on a net-zero future. Overall,

CSE's work remains crucial in the face of these challenges. More information about the team can be found here www.cse.org.uk/my-community/community-projects/.

More about you

You will be passionate about both tackling climate change and addressing fairness in the energy system by ending fuel poverty. Achieving these goals is a huge challenge and we are conscious that this can't be done without working collaboratively with others and forming key strategic partners to deliver our services. You will be a strategic thinker with a history of working in a fast-changing environment delivering customer led services to households ideally with existing experience of energy advice or home energy retrofit services.

You will have a good understanding of the UK energy system and the shifts required to achieve a smarter, greener and fairer energy system. Ideally you will have good existing knowledge of how energy is used the home and what impacts measures and behaviour changes have on this. The team often support people who are struggling to navigate the energy system, as such you will understand energy-related consumer issues and be able to champion their cause with national policy makers and as part of CSE's policy work.

By using your skills and experience you will help to ensure we are well placed to capture and lead on future fuel poverty programmes from a regional or national perspective. In particular, we work closely with local authority partners to deliver fuel poverty, energy advice and retrofit services directly. As such you will have a natural ability for collaboration and partnership working and the ability to realise funding opportunities to sustain and grow our work and impact, in line with CSE's strategic objectives.

Pay and conditions

This is a permanent role with a minimum of 30 hours per week. It is based at CSE's offices in Bristol and although some hybrid home working is acceptable a regular (at least 2-3 days per week) presence in the office will be required at least initially to oversee the day-to-day work of the team and the organisation. In general, work will be undertaken during standard working hours 9am-5pm, although we offer reasonable levels of flexibility in working hours to accommodate demands outside work. CSE operates a system of 'time off in lieu' for additional work undertaken out of hours.

The post-holder will report to the Director of Household Energy Services and will have line management responsibilities.

The salary for the post will start on Scale J (£46,987-£56,283). **Starting salary will be dependent** on skills, relevant experience and qualifications. A suitably qualified and experienced applicant should expect to find themselves towards the middle of the range following successful completion of their 6-month probationary period. Subsequent movement is dependent on annual appraised performance against the defined job description for the post.

CSE operates a generous ethical company pension scheme (8% from employer, 6% from employee) which the post-holder will be automatically enrolled to in line with current legislation.

CSE also offers a range of wider staff benefits including a medical cashback scheme and baseline level of life insurance (both paid by the employer), salary sacrifice childcare vouchers, subsidised bike and tech purchase arrangements available once the probationary period is completed.

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).

Application procedure

Please apply using the form at www.cse.org.uk/jobs. Your application form or cover letter and CV should demonstrate how your skills and experience relate to the person specification (above). The front sheet of the form containing personal information is not seen by the selection panel.

To apply for the role, please provide one of the following:

- A CV (maximum 3 pages) with your personal information removed and a cover letter outlining your motivation for applying for the role and how your skills and experience relate to the person specification.
- A completed CSE application form.

Completed applications, whether posted or emailed, should arrive no later than **12.00 (noon) on Monday 28 October 2024**.

Interviews will take place on **Wednesday 6 and Thursday 7 November 2024** at our offices in Bristol.

If you have not heard from us by **end of the day on 14 November**, please assume that your application has been unsuccessful.

Applications should be sent:

by **post** to Centre for Sustainable Energy, St James Court, St James Parade, Bristol BS1 3LH

or by **email** to jobs@cse.org.uk