

## Job Description

### Head of Advice

#### Main purpose

The main purpose of this role is to lead on initiatives within CSE's fuel poverty and energy advice work, ensuring effective delivery is aligned with CSE's strategic objectives. Additionally, the role contributes to the organisational development through project oversight, staff management, and collaboration with senior management to drive forward CSE's fuel poverty work programme and secure future funding.

#### Specific responsibilities

- To contribute significant expertise in fuel poverty support services, energy advice and energy saving interventions to other CSE projects.
- To manage projects with strategic importance within CSE's work delivering advice on energy and fuel poverty support to a range of householders and liaise with, and report to project partners and funders on a timely basis.
- All projects are delivered in an effective, timely and resource efficient manner, and in accordance with the needs and priorities of both fuel poverty stakeholders and partners and the needs of clients and funders.
- Effective learning processes and practices are embedded in project development and delivery cycles; we are clear and honest about our strengths and weaknesses; and that key evidence is shared and used to inform the development and prioritisation of future projects.
- Work with the Director of HES to develop the organisation's business plan for the year ahead, forecasting staffing needs and helping to establish the yearly budget for the team.
- To oversee key aspects of delivery in the HES advice portfolio, including project monitoring and evaluation and supporting senior staff in their work.
- To hold the role of Work Programme Lead for the Fuel Poverty & Vulnerable Customer Work Programme which includes:
  - Working with the Programme Director, WP Deputy and Development Lead and Director of Development and External Affairs to plan and set the agenda for Work Programme meetings (chairing these as appropriate)
  - Working with the development lead to help ensure CSE plans and allocates appropriate development resource and activity that secures the funding and develops the capabilities and partnerships required to ensure delivery of the activities planned (with targets aligned with the organisational budget).
  - Working with the communications team to help shape the messages we want to relay in relation to CSE's work in this area.
  - Helping to develop a clear sense of the policy changes we want to push for to ensure increased impact (participating in the policy and influence group).
  - Flagging any resourcing needs or requirements to SLT (including new staff, skills or training needs) to ensure we have the capacity needed to drive forward this work programme.
  - Inputting expertise into the process of evaluating and measuring CSE's impact relating to the WP (working with the director who will lead the process and the comms team).
  - Reporting back to SLT (high-level updates e.g. quarterly) outlining positive progress in delivery of the WP, challenges and potential risks

- To lead the development of new project proposals, contributing realistic methods and accurate costing forecasts (including staff time and direct costs) and bringing project partners on board where necessary.
- To work with project managers to help maintain effective financial controls of projects and provide the Director of HES and Development with up-to-date projections of spend and expenditure.
- To work with project managers to cultivate strategic positive relationships both locally and nationally to help realise funding opportunities to sustain and grow our work and impact, in line with CSE's strategic objectives.
- To develop partnerships and liaise with a range of stakeholders, potentially including other advice agencies, local authorities, voluntary sector associations and housing associations.
- To provide effective line management to senior staff that supports them in line with CSE policies and processes and to support staff to perform well, promoting a positive team and organizational culture.
- Supporting senior staff in the team to manage the well-being and job satisfaction of junior team members.
- To oversee the promotion and marketing of advice projects to ensure effective engagement with the target audience (in conjunction with Communications and Publicity Manager).
- To represent CSE at external events and conferences as required.
- To support the Advice Centre Manager with the management and future development of the CSE advice line service, including training and guidance development.

### **Working relationships and contacts**

- To be a member of CSE's Senior Management Team (SMT), which provides support to the Senior Leadership Team (SLT) on the organisation's operational performance, staff development and progression, applies financial controls, and delivers relevant aspects of CSE's strategy with support of the Director of HES.
- To ensure CSE's core qualities of commitment to CSE, collaboration, conscientiousness and initiative feature in your own work and in your working relationships with others (both within CSE and externally).
- To engage in effective financial control, addressing financial underperformance in the HES team and undertaking remedial action as necessary.
- To oversee the allocation of the Advice team's resources in line with CSE's strategy and budget, balancing your own needs, the needs of the Advice team members, and those of the wider organisation.

### **General responsibilities**

- To use resources (including your time) efficiently and effectively and maintain accurate records within CSE systems.
- To maintain and develop the knowledge and skills required for your work and personal development and to support others to do the same.

### **Person specification**

See below

Requirements	Essential	Desirable
<b>Educational or professional qualifications</b>	<ul style="list-style-type: none"> <li>• Minimum Maths/English GCSE or equivalent.</li> </ul>	<ul style="list-style-type: none"> <li>• Degree level qualification.</li> <li>• Energy-specific degree or post graduate degree.</li> <li>• Management qualification.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Bullet point list Knowledge of and commitment to CSE's primary objectives to tackle the climate emergency and end the suffering caused by cold homes.</li> <li>• Practical previous experience of delivering customer led services.</li> <li>• Experience of project delivery, including planning, team management, task allocation and budgeting.</li> <li>• Proven project development experience, with demonstrable skills in devising customer led projects.</li> <li>• Knowledge and experience of a range of different funding sources and experience of building relationships with funders.</li> <li>• Experience of line management.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working for the third sector, or with community and voluntary sector partners.</li> <li>• Experience of developing new services that offer advice and support to householders to take action or improve their lives.</li> <li>• Successfully marketing a project and liaising with local media.</li> <li>• Experience of using database or client management systems to track service delivery.</li> </ul>
<b>Knowledge and understanding</b>	<ul style="list-style-type: none"> <li>• Understanding of the community and voluntary sector.</li> <li>• Understanding of the UK energy system and the shifts required to achieve a smarter, greener, and fairer energy system.</li> <li>• Understanding of fairness in the transition to net zero.</li> <li>• Skilled in use of MS office applications including WORD, Excel and Outlook.</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of housing energy retrofit.</li> <li>• Knowledge and experience of using databases.</li> <li>• Understanding of the UK energy system and the shifts required to achieve a smarter, greener and fairer energy system.</li> </ul>
<b>Skills and abilities</b>	<ul style="list-style-type: none"> <li>• Excellent written, verbal and non-verbal communication skills.</li> <li>• Strong reporting and analytical skills (ability to summarise and present complex information in an accessible way).</li> <li>• Ability to manage your own workload and support others to prioritise strategically.</li> <li>• Applied knowledge of project management practices, processes, and systems, including project planning, budget management and client reporting.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Good negotiation skills with ability to work with a range of stakeholders.</li> <li>• Willingness and ability to respond to additional workloads at short notice and manage conflicting priorities and deadlines.</li> <li>• Ability to motivate and support colleagues and partners to contribute their ideas, skills and time to new project development.</li> <li>• Evidence of a positive 'can do' approach to work and project development and delivery.</li> </ul>	
<b>Other</b>		<ul style="list-style-type: none"> <li>• Full clean driving license.</li> </ul>