Centre for Sustainable Energy

Candidate pack for the post of

Energy Connector

October 2026

Closing date: 5pm, Sunday 8 November 2026

About the role

The Energy Connector will work on an innovative community outreach and engagement project that aims to support multilingual people. You'll co-design and deliver culturally appropriate, tech-enabled energy awareness and advice to multilingual households across Bristol.

The project combines community knowledge, creative media and digital tools to trial new ways of bridging the energy information gap experienced by some households. Through outreach, digital engagement and community-led solutions, the project seeks to improve access to trusted energy information, helping residents better understand their energy use, reduce costs and access available support.

About you

No previous experience in the energy sector is required. We value transferable skills, lived experience, community knowledge and a willingness to learn.

We are looking for enthusiastic and motivated individuals with strong communication skills and an interest in community engagement, digital communication and social impact.

As an Energy Connector, you will play a key role in shaping how energy information is shared within communities. Working alongside energy advisors, communications specialists and community partners, you will help design, test and deliver innovative approaches to engagement, ensuring information is accessible, relevant and easy to understand.

Our ideal candidate will…

- Have good written and spoken English and Arabic or another language spoken by a community within Bristol
- Be able to communicate effectively with multilingual communities, interpreting and translating information and materials.
- Be able to use digital communication tools and social media platforms to create, share or promote information.
- Have strong communication and interpersonal skills.
- Understand the importance of inclusive, accessible and culturally responsive communication.
- Be able to organise tasks and manage time effectively, independently and collaboratively as part of a team.
- Be familiar with various Microsoft packages including SharePoint, Teams, Outlook and the Microsoft Office Suite.
- Be interested in community development, sustainability, digital engagement or social impact.
- Be curious, creative and willing to test new approaches to community engagement and communication.
- Be willing to learn about energy issues and the challenges faced by households experiencing fuel poverty.

About the team

You'll be part of the Local and Community Empowerment team (LACE).

The LACE team puts people and places at the centre of shaping a fair and sustainable energy system. We support:

Communities … to be at the forefront of designing and delivering community-based action on energy and ensuring everyone can contribute to and benefit from changes to the energy system.

Local authorities … to lead and drive forward energy-related net zero goals in a timely, socially just and locally resonant way.

Young people … of all backgrounds to feel inspired and able to play a meaningful role in catalysing and delivering the transition to a more sustainable and fairer energy system.

Other teams in CSE

Household Energy Services

The Household Energy Services team gives advice and support on home energy and retrofit to householders, runs a freephone advice line and manages schemes for funding and installing home energy improvements.

Research & Analysis

The Research & Analysis team conduct research and build analytical tools and models that support better energy policies and more effective action to cut carbon emissions and reduce fuel poverty.

Development and External Affairs

The Development and External Affairs team leads fundraising, communications and policy work across the organisation, helping to secure funding, raise awareness of our work and drive national policy change.

Finance and Operations

The Finance and Operations team provides the expertise, systems and support that enable CSE to deliver its mission, supporting around 150 staff across the organisation.

Key responsibilities

Community engagement

- Build positive relationships with residents, community groups and partner organisations, engaging multilingual communities across Bristol.
- Support workshops, events and outreach activities to help create welcoming and inclusive spaces, to understand how energy advice is currently delivered, and to better understand local needs and communication preferences.
- Promote project activities through community networks and local partnerships.

Co-design, research and innovation

- Co-create and help deliver project activities and resources, drawing on community knowledge, lived experiences and creative skills.
- Undertake research and insight-gathering activities to better understand the challenges households face in accessing energy information and support.
- Work alongside communications specialists, community organisations and energy professionals to design and test innovative engagement solutions.
- Help evaluate and identify successful approaches that could be developed further.

Key responsibilities (cont.)

Digital communications and creative content

- Assist in designing culturally appropriate communications campaigns that increase awareness of energy issues and available support.
- Develop and test creative approaches to sharing information, including:
  - Short-form videos
  - Audio messages
  - WhatsApp content and infographics
  - Visual storytelling
  - Social media campaigns
- Community-led digital resources
- Gather feedback to help improve digital engagement activities.
- Work with communications experts and project partners to develop innovative ways of reaching communities.

Key responsibilities (cont.)

Energy awareness and advice support

- Support residents to access energy advice services, grants and support schemes.
- Help explain key energy topics in clear, accessible and engaging ways using appropriate language and style for the target audience.
- Promote energy-saving behaviours and awareness through project activities.

Learning and professional development

- Participate fully in training, mentoring and personal development opportunities attending team meetings, supervision sessions and project learning activities.
- Complete the Level 3 Energy Awareness qualification.
- Maintain accurate records and contribute to project monitoring and evaluation.
- Reflect on learning and contribute to project development throughout the six-month contract.

Key responsibilities (cont.)

Safeguarding

- To remain vigilant for any safeguarding concerns during interactions with clients, including signs of abuse, neglect, or exploitation. Report all concerns promptly to the designated Safeguarding Officer in accordance with CSE's safeguarding policy and procedures. Ensure appropriate follow-up actions are taken and documented to maintain client safety and wellbeing.

Training and development

A key aim of the project is to provide meaningful learning, development and skills for the Energy Connector. Through structured training, mentoring and hands-on experience, Energy Connectors will develop an understanding of the energy system, the challenges households face and how energy advice can support people experiencing fuel poverty.

The role offers a blend of practical experience, accredited learning and professional development, including the opportunity to achieve a Level 3 Energy Awareness qualification.

Training may include:

- Energy literacy and household energy challenges, including energy bills, tariffs, energy efficiency and fuel poverty.
- Digital media and communications, including content creation, social media and digital engagement tools.
- Community outreach and engagement techniques to build trust, gather insights and support community-led action.
- Safeguarding, data protection, confidentiality and inclusive communication practices.

Throughout the project, Energy Connectors will receive ongoing mentoring, peer support and opportunities to apply their learning through community engagement activities, digital campaigns and co-designed energy awareness initiatives.

Key details

Contract
This is a sixth month fixed term role that runs from January 2027 to July 2027.

Role
Part-time (2-3 days per week or 15-22.5 hours per week), based in Bristol with flexible, hybrid working arrangements.

Salary
The starting salary is £26,440 a year (Band A) for full-time hours of 37.5 hours per week. For this part-time role of 15–22.5 hours per week, the total salary over the six-month contract is £5,288–£7,932, depending on your agreed hours.

Reporting to
Lydia Havill, Youth Engagement Officer

Closing date for applications
5:00pm on Sunday 8 November 2026

Earliest possible start date
Monday 4 January 2027

Safeguarding
CSE is committed to safer recruitment practices. For roles involving contact with children, young people, or vulnerable adults, applicants will be asked to include a full employment history covering the last 5 years. Please note this role requires an enhanced DBS check.

Pre-employment checks
Any offer of employment will be subject to satisfactory pre-employment checks relevant to the role.

About us

The Centre for Sustainable Energy (CSE) supports people and organisations across the UK to tackle the climate emergency and end the suffering caused by cold homes.

We undertake practical work to support households and communities to act on energy, alongside original research and analysis to inform local and national policy.

Our vision is a world where sustainability is second nature, carbon emissions have been reduced to safe levels, and fuel poverty has been replaced by energy justice.

We are one of the UK's leading sustainable energy charities, with a 45-year track record of award-winning impact, innovation and influence (as most recently detailed in our **2025–26 Impact Report**). You can read more about our priorities, methods and approach in our **organisational strategy for 2024–2028**.

Charity number 298740

Our six Work Programmes

Our work falls into six broad areas we call our Work Programmes. They are where we are best placed to drive change and maximise our impact.

Fuel poverty

Our practical energy advice improves the wellbeing, energy literacy, and affordable warmth of those experiencing cold homes.

Housing energy retrofit

We support the delivery of high-quality and people-centred retrofit services to address British homes that aren't fit for the future.

Local authority support and action for net zero

We help local authorities of all scales to plan and deliver their energy-related net zero goals.

Community action on energy

We design and manage community energy funds, support local groups to develop projects, and provide training, support and community engagement.

Future generations

Our youth-specific work inspires young people from all backgrounds to play a meaningful role in a more sustainable and fairer energy system.

Fairness in the energy system

We're working to bring about a future energy system that is both low carbon and demonstrably fair.

Our impact 2025-26

20,143
Households supported through our energy advice service.

31
Local authorities who used our services.

£2.3 million
Value of grants distributed to community organisations to run community-focused energy projects.

6,969
Energy efficiency measures installed as a result of our projects.

1,850
Young people reached through our high-quality education and youth leadership programmes.

£33.9 million
Total financial benefit secured for people through our energy advice service.

871
Community organisations supported to take action on climate change or tackling fuel poverty.

£1,685
Average financial benefit per household who called our advice line.

Our values

Commitment to our mission

We reflect our charitable purpose, vision and strategic objectives in our work, and we contribute to a culture where everyone feels welcomed, valued and able to belong.

Conscientiousness

We take responsibility for our work, deliver to the best of our ability, and work to improve while caring for CSE's resources and reputation.

Collaboration

We share knowledge and experience generously, value others' contributions, and communicate with openness and respect.

Initiative

We look for ways to improve outcomes, solve problems and try new approaches, while responding flexibly to change and supporting others to do the same.

Our culture

We're a team of around 150 people who care about what they do and who they do it with. People join CSE because they want their work to matter and at CSE, it does.

You'll see the difference your work makes, whether that's an advice call that helps someone stay warm, a research report that changes how policymakers think, or a project that supports a community to take climate action.

Our work is mostly project-driven and genuinely collaborative. You'll work across teams, connect with colleagues with different expertise, and bring your own expertise to problems that sometimes don't have easy answers. It's varied and often fast-moving. Some roles involve supporting people in difficult situations, so it can be demanding but teams work closely together and it's easy to ask for help.

Our culture (cont.)

We want our people to shape how things are done here.

Staff-led groups including *Employee Voice* and *Equity Diversity & Inclusion Working Group* give everyone the opportunity to have their voices heard, helping to shape initiatives and policies.

We also have a range of social activities including a book club, wellbeing activities and weekly lunchtime yoga sessions – small things that reflect how we look after each other.

We offer flexible and hybrid working where possible, alongside a TOIL system that recognises your time is valuable outside of work too. We're open about what's working and what isn't, and we act on what our staff tell us.

We invest in people's development, and we work hard to hold on to what we've built together. Many of our staff build long careers here.

What our people say

We regularly ask our staff for honest feedback, and here's what our most recent survey tells us:

91%
of staff are proud to work at CSE and would recommend it as a place to work.

91%
of staff feel supported by their team.

93%
of staff feel they have the opportunity to share their opinions.

94%
of staff say CSE offers good flexibility of working options.

We use staff feedback to shape how we work, what we prioritise, and where we need to improve.

Staff benefits

Holiday	25 days annual leave per year, plus bank holidays, pro rata to the agreed working hours and contract duration.
Pension	Company pension scheme - 8% employer, 6% employee contributions.
Lifestyle	Flexible Time Off In Lieu for additional hours worked, which can be taken when needed. Hybrid working and flexible hours, with core hours of 10am–4pm (role dependent). Access to our benefits platform (Glo), offering discounts, flexible payment options, and a range of optional benefits and services. Cycle to Work Scheme.
Wellbeing	Health cash plan (Medicash): offers compensation for a range of medical treatments, including dental check-ups and eye tests. Life Assurance. Enhanced sick pay. Weekly yoga classes. Employee Assistance Programme. Enhanced maternity and adoption pay. Staff socials.

Equity, diversity and inclusion

At CSE, we're committed to an inclusive, diverse and non-judgmental environment in our workplace. We actively encourage applications from individuals of all backgrounds, identities, disabilities and experiences. Our applicants will be treated fairly, with respect and without discrimination.

While we seek to appoint on merit and we judge all candidates against the same criteria, we understand that women, people from black, brown and other minority ethnic communities and people living with disabilities are less likely to apply to jobs unless they meet every single qualification.

So if you're excited about this role but your experience doesn't align perfectly with the job description, please get in touch – you may still be an excellent candidate for this role. For an informal conversation to chat more about the role, email **jobs@cse.org.uk**.

We are pleased to be signed up to these initiatives:

How to apply

Applications should be made on the application form, available at **www.cse.org.uk/jobs-volunteering**. CVs and supporting letters will not be considered as part of the application process.

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

As part of our commitment to ensuring we treat every application fairly, all personal information on the front sheet of the form will be removed before the application is read by the selection panel.

The closing date for applications is **5pm on Sunday 8 November**.

We aim to hold interviews in person at our offices in Bristol the **17 and 18 November** .

We'd love to hear from you

If you'd like any further information or assistance with the application process, please email us and we'll be happy to help.

We're committed to making any reasonable adjustments to meet accessibility needs. If you require this information in a different form, please get in touch.

If you're excited about this role but you don't meet every requirement in the person specification, please do get in touch – you may be the perfect person for the role. We'd be happy to have an informal conversation to chat more about the role with you.

To contact us, please email **jobs@cse.org.uk**.

Centre for Sustainable Energy

We look forward to hearing from you!

To stay updated with future opportunities, **follow us on LinkedIn** or check our **current vacancies on our website**.