

## Centre for Sustainable Energy

Information for applicants for the post of Energy Caseworker (Redress) ref HESa45

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The Centre for Sustainable Energy (CSE) is seeking to appoint a full time Energy Caseworker (Redress) for our Household Energy Services team. This is a full-time role (minimum 30 hours per week) with a fixed term contract until 31 May 2026.

You will be part of the Household Energy Services team. The appointed person will have a flexible approach to working and you may work in our Bristol office, where desks are booked using a rota system, some of your time will be spent working from home, and some in our partner organisation offices in the West of England, Somerset or Wiltshire.

### What we do

CSE is a charity founded in 1979, that helps people and organisations from the public, private and voluntary sectors meet the challenges of rising energy costs and climate change. We do this by giving advice, managing innovative energy projects and undertaking research and policy analysis. If you have not done so already, [check out our website](#).

Our funders and clients include national and local government and associated agencies, energy companies and other voluntary sector organisations. These include the Big Lottery Fund, Bristol City Council, Citizens Advice, Department for Energy, Security and Net Zero (DESNZ), Joseph Rowntree Charitable Trust, Ofgem, Scottish and Welsh Governments and National Grid.

### Household Energy Services

The Household Energy Services team is responsible for developing and delivering projects that provide energy advice and low carbon housing refurbishment services for householders, principally in the West of England, Somerset and Wiltshire. Enabling local householders to understand their energy use, improve the thermal performance of their homes and develop more sustainable behaviours has been central to CSE's work since we were founded. We believe our role is to help ensure that sustainable energy services are available locally and delivered to high quality.

We currently offer energy advice services across the South of England through our local Home Energy advice line as well as some more bespoke, targeted energy advice schemes delivered through outreach in the local community.

We also pilot new approaches to energy efficiency schemes to help customers retrofit their homes to cut their fuel bills and make their homes warmer.

[Find out more about the Household Energy Services team and the work we do.](#)

### Our work

You will be working on projects where our caseworkers and advisors work directly with vulnerable householders to support them to live in warmer and more affordable homes. The projects we manage sometimes also involve building relationships with other advice agencies and health professionals in the region to enable them to refer households to us, expanding our reach and creating new referral routes into our advice service. For this role, it is expected this will be minimal, however it might be necessary should demand for the service be low at any point.

## Job details

We are seeking to appoint an Energy Caseworker.

We are looking for a dedicated and conscientious individual with experience of giving advice to people in vulnerable circumstances and who can relate to others in a sympathetic and understanding way. Experience of giving energy-related advice is not essential, as you will be provided with extensive training (including a City and Guilds in Energy Awareness) as well as mentoring support from an experienced colleague.

You will be responsible for your own casework and will help us deliver the project targets by achieving positive outcomes for the households you support:

- Engage with disadvantaged households who need help with their energy issues during the vulnerable transition from hospital to home.
- Improve the wellbeing of households in fuel poverty whose health conditions are exacerbated by living in a cold home.
- Improve the knowledge and confidence of households in fuel poverty to better manage their energy use.
- Reduce the financial hardship and the potential ensuing stress of households in fuel poverty.
- Raise awareness of fuel poverty locally and enable others to support people in their community or refer them for in-depth support.
- Identify how homes can be made more affordable to heat and give advice on general energy efficiency.
- Identify grants that are available to improve people's homes and help them apply for them.
- Share the learning from our projects with other practitioners who wish to build on best practice.

You will give in depth telephone advice to households over a period of time as well as deliver training to key partners including other charitable organisations on the issues of fuel poverty and how you can support their clients. Where appropriate, you will carry out home visits. You will also be responsible for carrying out any associated casework required to support the households referred to the service, as well as facilitating and joining up professional support for the households in need.

The role will also involve general administrative tasks including data inputting, outreach preparation and evaluation. Applicants should be confident and competent computer users. The

successful applicant will have excellent verbal and written communication with good attention to detail. We are looking for an individual who is highly organised, with an enthusiasm for giving advice.

Helping people achieve healthy homes that they can afford to keep warm can be extremely rewarding. However, it can also at times be distressing supporting vulnerable individuals who may be living chaotic lives on low incomes with very limited options to improve their circumstances.

Please refer to the job description for accountability and person specification. Please contact [Elena.King@cse.org.uk](mailto:Elena.King@cse.org.uk) if you have any questions or would like to find out more about the role.

## Pay and conditions

This will require a minimum commitment of 30 hours per week, with a preference for a full-time commitment of 37.5 hrs, until 31 May 2026. The role is subject to a six-month probationary review.

The starting salary for the role is £27,121 rising to £29,803 on successfully passing a probationary review after six months.

Full time employees are entitled to 25 days paid holiday (plus statutory holidays) per calendar year – your annual leave entitlement for the fixed term will be calculated once we have agreed working hours and start date etc.

We will pay fees and expenses for attendance on relevant training courses and any expenses incurred in the course of your work will be reimbursed in accordance with CSE's standard staff expenses policy. You will be required to undertake a City and Guilds energy awareness course (approximately 20 hours) and project specific training as required.

Regular attendance at the Centre for Sustainable Energy's Bristol offices will be required. Reasonable adjustments to this can be considered on a case-by-case basis.

## Application procedure

Applications should be made on the application form, available at [www.cse.org.uk/jobs](http://www.cse.org.uk/jobs). Your application should demonstrate how your skills and experience relate to the person specification. 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.

Completed application forms, whether posted or emailed, should arrive no later than noon, 22 July 2024.

If you have not heard from CSE by 26 July 2024 please assume that your application has been unsuccessful.

Interviews will take place on Thursday 1 August in the Bristol office.

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