

Applicant information for the post of **Senior Energy Advisor (Benefits Advice) (Household Energy Services: ref HESa42)** – Fixed-term until December 2025



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 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 varied range of projects, the Senior Energy Advisor (Benefits Advice) role is for those people who have experience of giving advice or helping others, knowledge of UK benefits and can provide strong customer service, personal resilience, and boundaries. You may be required to work outside of the office giving face to face advice, presentations to groups and home visits. You will also work on our telephone advice projects, taking calls or making outbound calls, as well as supporting certain individual clients over a period of time. There is also a strong administrative element to the role so accuracy and excellent attention to detail are key. After your training, you will support advisors to answer complex energy and benefits related enquiries and provide support with challenging calls. We anticipate recruiting two posts with the expectation that the postholders will spend approximately 50% of their time working on benefits enquiries with the remaining time spent on fuel poverty advice work and related tasks.

Here are some examples of situations you may deal with:

- Helping people apply for grant funding or vouchers for their prepayment meter.
- Helping people in difficulty with their energy bill.
- Talking to people who are struggling to afford basic necessities and finding them the right help and support.
- Giving behavioural energy saving advice to householders.
- Helping clients to identify unclaimed financial benefits and providing guidance on making applications.
- Supporting clients with making applications for certain benefits.
- Supporting people who may be in distress or angry.
- Help people apply for renewable technologies, heating and insulation improvements.
- Talk to people at events and advice surgeries and give presentations to front line workers.

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 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. In addition, depending on skills and experience you may receive benefits specific training from external agencies to support the advice you give to clients. 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.

You'll need:

- 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.
- To be confident in giving benefits related advice to clients.
- To be confident talking to people and delivering presentations, talks and training.
- 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.

Please refer to the job description for further details.

Salary and other details: This is a full-time role at 37.5 hours per week. The annual salary will start at £25,953 paid monthly across the fixed term of 24 months. There will be a salary review following the probation period, moving to £28,520 upon successfully passing probation. 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 six-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 around 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, Esmée Fairbairn Foundation, Town & 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

Logistics

- The closing date for applications is **midday on Wednesday 27 March 2024**.
- If you have not heard from CSE by **Tuesday 2 April**, please assume that your application has been unsuccessful.
- **Interviews** will take place on **Monday 8 April 2024** at our offices in Bristol.
- The place of work is CSE's Bristol office.

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