



Applicant information for the **full-time** post of **Warmer Homes Advice and Money (WHAM) Energy Caseworker – Bristol, B&NES and North Somerset** (ref HESa41) for a fixed term period until 31 December 2025.

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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?**

We are looking to recruit an Energy Caseworkers to work on our Warmer Homes Advice and Money ([WHAM](#)) project. The role will be based in the project specific area: Bristol, B&NES and North Somerset. Working within our Household Energy Services (HES) team, the WHAM Energy Caseworker role is for those people who have two or more years' experience of giving advice or helping others and can provide strong customer service, personal resilience and boundaries. A WHAM Energy Caseworker will be required to deliver advice and support to households by telephone as well as home visits across a specified geographical area i.e. Bristol, B&NES and North Somerset. You will be required to work from time to time at the project partner offices, and regular attendance at the Centre for Sustainable Energy's Bristol offices for training and meetings. You will be supporting certain individual people over a period of time – what we call casework. There is also a strong administrative element to the role so accuracy and excellent attention to detail are key along with a place at home to be able to work comfortably.

Here are some examples of situations you may deal with, among other things:

- Engage with households who need help with their energy issues.
- Improve the understanding and confidence of households in fuel poverty to better manage their energy use.
- Talk to people at events and advice surgeries and give presentations and talks to front line workers and advice organisations.
- To attend meetings with external partners e.g. third sector organisations.
- Helping people apply for grant funding and prepayment meter and shopping vouchers.
- Engage with the health sector to help improve referrals from that sector.
- Talking to people who are struggling to afford basic necessities and finding them the right help and support.
- Help people apply for renewable technologies, heating and insulation improvements.

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. As part of our HES training programme, you will undergo the City & Guilds Energy Awareness course which is essential for advice provision. Given the nature of the role you may speak to people who are in distress or share that they have suicidal feelings. We have an extensive range of information available as well as a comprehensive training programme and several forms of support to safeguard the wellbeing of our staff.

## **You'll need:**

- To be confident talking to people and delivering presentations, talks and training.
- 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.
- A strong sense of empathy.
- A strong sense of personal boundaries.
- An awareness of the need to maintain your own wellbeing.
- The ability to self-motivate and have good initiative.

Refer to the job description for further details.

**Salary and other details:** This is a full-time post (37.5 hours per week). The annual salary will start at £25,953 rising to £28,520 upon successful completion of probation after six months. Salary is paid monthly across the fixed term of 24 months, pro-rata for part time. 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. Although the post is remotely based, the postholder will be expected to attend the Bristol office throughout the first month for induction and City & Guilds training and exam. After probation coming to the office on an ad hoc basis for key meetings will be expected.

## **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 <https://www.cse.org.uk/my-home>.

## Logistics

- The closing date for applications is **5pm on 14 February 2024**.
- If you have not heard from CSE by **end of the day on 16 February 2024**, please assume that your application has been unsuccessful.
- **Interviews** will take place on **Wednesday 21** and **Thursday 22 February 2024** at our offices in Bristol.
- The place of work will be your home with some time spent based at partner organisations in the local area. Some occasional visits to CSE's Bristol office for meetings and other duties as required.

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 WHAM Project Manager, Lisa Evans, on [Lisa.Evans@cse.org.uk](mailto:Lisa.Evans@cse.org.uk) who will be happy to answer your questions.

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 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 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.