



Centre for Sustainable Energy

Information for applicants for the post of **Energy Caseworker Sedgemoor and Somerset West and Taunton ref HES a20**

The Centre for Sustainable Energy (CSE) is seeking to appoint a full time **Energy Caseworker** for our Household Energy Services team, preferably based in the Somerset West and Taunton local authority area. Ideally this is a full time role (we are open to part time working) with a fixed term contract to the end of December 2022.

You will be part of the Household Energy Services team. The appointed advisor will work predominantly on the [Safe & Warm Somerset](#) project. They will need a flexible approach to working whereby your place of work will primarily be at home working within the community in the Sedgemoor and Somerset West and Taunton area. You may work some of the time in our Bristol office, desks are booked using a rota system, and some of the time in our partner organisation offices (subject to pandemic restrictions) in Somerset. Regular attendance, of one day per week, in the Bristol office is required during the initial induction period depending on the latest health guidance from the government.

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 haven't done so already, check out our website at www.cse.org.uk.

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 Business, Energy & Industrial Strategy (BEIS), Joseph Rowntree Charitable Trust, Ofgem, Scottish and Welsh Governments and Western Power Distribution.

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 West 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 run a number of insulation schemes in partnership with local authorities, contractors and energy suppliers. 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.

More information about the team can be found here www.cse.org.uk/projects/view/1218.

Our work

You will be involved in a project in which our fuel energy advisors provide a comprehensive energy advice service directly to vulnerable households with the aim of supporting them to live in warmer, more comfortable and more fuel efficient homes.

However, at times the work that we do can be challenging on a personal level as the vulnerable individuals we support can be in very upsetting situations and look to us to support them to be able to improve their circumstances. At CSE we truly care and are passionate about making a positive difference to the lives of people living in fuel poverty, there is a fantastic support network from colleagues and our Employee Assistance programme but understanding the challenges and being resilient are important to the role.

Job details

We are seeking to appoint an Energy Caseworker in Somerset West and Taunton.

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 enrolled on the HES Training Programme which includes a City & Guilds Energy Awareness.

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 attend local events to promote our services as well as talk to groups and run advice drop in surgeries. Where appropriate, you will carry out home visits (either virtually or in person when it is safe to do so in light of the coronavirus pandemic). 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.

Please refer to the job description for accountability and person specification. You are very welcome to contact kate.thomas@cse.org.uk if you would have any questions or would like to find out more about the role.

Pay and conditions

Our preference is for a full time commitment of 37.5 hrs, until December 2022, however we will be open to flexible working. The role is subject to a 4-month probationary review.

The salary for the role is £23,862-£26,908 per year (FTE) based on skills and experience. It is likely you will start at the lower end of the salary scale unless you can demonstrate previous energy experience.

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.

Application procedure

Applications should be made on the application form, available at www.cse.org.uk/vacancies. 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 on **13 December 2021**.

If you have not heard from CSE by **16 December 2021** please assume that your application has been unsuccessful.

Interviews will take place on **20 December 2021**. We cannot currently accommodate visitors to our office in Bristol so interviews will be done by phone or online via Zoom.

Applications should be sent to Jem Balogun-Adeola:

by **email** to reception@cse.org.uk

or by **post** to Centre for Sustainable Energy, St James Court, St James Parade,
Bristol BS1 3LH