Centre for Sustainable Energy

Candidate pack for the post of

Trainee Energy Advisor

September 2026

Closing date: 5pm, Wednesday 30 September 2026

About the role

Working within our Household Energy Services (HES) team, the Trainee Energy Advisor role is for someone who wants to make a real difference to people's lives and learn the skills to do it well.

You'll be on our advice line and working across a range of projects, with the opportunity to give advice in person at events too.

You'll support people on low incomes and in vulnerable circumstances with energy bill queries, grant applications and referrals for insulation and heating improvements, helping them stay warm, reduce costs, and feel more in control of their energy at home.

About you

We're looking for a quick learner who can combine strong interpersonal skills with excellent administrative abilities and a genuine commitment to helping people in vulnerable circumstances feel more heard and supported.

Our ideal candidate will:

- Have some experience of providing advice, customer service or helping others.
- Be confident and compassionate on the phone - able to put people at ease in stressful situations.
- Be able to take in specialist information and explain it clearly and simply.
- Have excellent attention to detail.
- Have a strong sense of empathy and patience.
- Understand the importance of personal boundaries and looking after their own wellbeing.

About the team

You'll be part of the Household Energy Services team (HES).

Through our freephone advice line, home visits and long-term casework the HES team provides vital support to people who are struggling to pay their energy bills and cannot adequately heat their homes. Every month, our advice service helps thousands of people to reduce their bills, access benefits and insulate their homes. Our energy advice changes lives, helps improve people's mental and physical health and cuts carbon dioxide emissions.

We are at the forefront of smart energy advice provision for people in vulnerable circumstances, aiming to ensure that no one is left behind in the transition to a smart energy grid.

We also deliver retrofit 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.

Other teams in CSE

Local and Community Empowerment

The Local and Community Empowerment team supports communities, local authorities and young people to take positive action on sustainability, energy and the climate emergency.

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

Our Energy Advisors support clients in a number of ways, including:

- Helping people who are finding it difficult to understand or pay for their energy bill.
- Talking to those who are struggling to afford basic necessities and finding them appropriate help and support.
- Helping people apply for grant funding or access fuel vouchers.
- Assisting people to apply for renewable technologies, low-carbon heating solutions and insulation improvements.
- Supporting those who may be in distress or angry, training for which is provided.
- Maintaining accurate records on our client database, including handling sensitive data appropriately and in compliance with GDPR guidance.
- After successful completion of the probation review there may also be opportunities to give clients advice face-to-face at events or via home visits. Full training is provided for these tasks.

Key responsibilities (cont.)

- As part of our HES training programme, you will undergo the City & Guilds Level 3 Energy Awareness and Level 2 Fuel Debt Advice in the Community courses which are an essential foundation for energy advice provision.
- You may speak to people who are in severe poverty. You may speak to people who are angry or in distress or share that they have suicidal thoughts. We provide call handling skills training and have a range of relevant signposting information available. In addition, CSE offers several forms of support to safeguard the wellbeing of our staff.
- The nature of the work also means that occasional evening and weekend working may be required from time to time.
- A full breakdown of the responsibilities for the role can be found in the job description.
- To find out more about what it's like to work in CSE's energy advice team, read Martha's story: www.cse.org.uk/news/working-on-cse-advice-line

Safeguarding responsibilities

- 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.

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.

Key details

Contract

This is a fixed term role of 12 months from the starting date of employment. Beyond that the contract may be extended depending on the capacity requirements of the HES team.

Role

Full-time (37.5 hours per week). We will consider requests for a minimum 30 hours per week. We work flexibly where roles allow, although attendance at certain times due to advice line shifts or essential meetings will be required.

Salary

The salary for the role will be on band C, with a starting salary of **£27,950 per annum**. The role includes a probation and competency review after five months. There will be a salary review (moving to £29,095 per annum) after successful completion of probation and annual salary reviews thereafter.

Successful completion of the probationary period will enact a change of role to Energy Advisor for the remainder of the contract.

Closing date for applications

5pm on Wednesday 30 September 2026. We will invite candidates for interview no later that 5pm on Friday 2 October. If you have not heard from us by this time please assume that your application has been unsuccessful.

Interviews will be held at our Bristol offices on Tuesday 6 and Thursday 7 October.

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.

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

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

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

31
Local authorities who used our services.

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

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

£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 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 (pro rata) plus bank holidays.
Pension	Company pension scheme - 8% employer, 6% employee contributions.
Lifestyle	Flexible TOIL for additional hours worked, which can be taken when needed. Hybrid working and flexible hours. 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, including access to free counselling sessions. 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 Wednesday 30 September**.

We aim to hold interviews at our offices in Bristol on Tuesday 6 & Wednesday 7 October.

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 so please don't be afraid to ask. If you require this information in a different form, please get in touch.

If you're excited about this role but are concerned that you don't meet every requirement in the person specification, apply anyway – you may be the perfect person for the role. No one can do every part of the role from day one. So don't rule yourself out. 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**.