

Information for applicants

Head of Retrofit (Household Energy Services)

Salary: Starting at £48,726 (Band J).

Closing date: 17:00 on Friday 12 September 2025.

The Household Energy Services (HES) team at the Centre for Sustainable Energy (CSE) is at the forefront in providing fuel poverty advice and low carbon housing refurbishment services to householders, principally in the West of England, Somerset, Wiltshire, and Swindon. With the Government introducing the Warm Homes Plan with over £13.2bn in grant funding for retrofit measures there has never been a bigger opportunity to help us transform people's lives. You will, along with the Director of the team and the Head of Advice, be a member of CSE's senior management team. You will also join the HES Leadership group to help drive forward the team's ambitions.

Enabling local householders to understand their energy use, improve the thermal performance of their homes, and develop more sustainable behaviours has always been central to CSE's work since we were founded. However, our ongoing work to support households, particularly those on low incomes, to install energy efficiency measures and an increasing interest in low carbon retrofit due to the climate emergency means we need to expand our capacity in this area.

We are recruiting a Head of Retrofit to lead our team of expert retrofit staff working in this area. In 2024-25 across all our work we supported the installation of over 5,000 energy efficiency improvements. We need a dynamic leader who is able to build on this strong foundation and work with others collaboratively to sustain and grow our retrofit services as well as ensuring CSE continues to deliver an excellent service for the households we support.

More about you

You will be passionate about delivering retrofit schemes to help meet the nation's low carbon ambition as well as reducing the fuel poverty gap. Achieving these goals is a huge challenge and we are conscious that this cannot be done without working collaboratively with others and forming key strategic partnerships to deliver our services. You will be a proactive leader with a history of working in a fast-changing environment to deliver retrofit related services.

You will have a proven level of retrofit experience which will help to build our paid-for whole-house retrofit services and, secure funding through publicly funded programmes and identify wider funding opportunities to support CSE's grant funded and self-funded retrofit works. By using your market horizon scanning skills you will help to ensure we are well placed to capture and lead on future schemes

from a regional or national perspective. Your imagination and enthusiasm for Bristol's ambitious commitment to carbon neutrality will help cultivate CSE's involvement in the delivery of the Bristol City Leap private-public partnership. You will have a natural ability for developing energy infrastructure opportunities and leading stakeholder delivery discussions.

Our relationships with the local authorities and local retrofit stakeholders, like The Green Register, are an important building block of our work. It is essential that we work collegiately with these partners to create and realise funding opportunities to sustain and grow our retrofit work and impact, in line with CSE's strategic objectives. This includes growth of CSE's Futureproof services direct to households alongside contractual services for local authorities and housing association retrofit schemes.

Working with the Director of HES and as a member of the HES Leadership Team, you will deliver a clear vision and long-term strategic direction for the retrofit staff team. You will be expected to provide excellent communication and be a strong presence to the team, enhancing clarity and openness. You will also work closely with the Head of Advice and HES Leadership to ensure the whole team remain utilised and are sufficiently supported to deliver their work and reach their potential.

As Head of Retrofit you will be responsible for maintaining a strong and supportive working relationship with Retrofit West. Retrofit West will contract CSE to deliver advice services whilst also funding and engaging with local community groups, sole traders, and SMEs to enable them to develop their offer and provide subsidised retrofit surveys and plans. You will work closely with the Managing Director and their team, ensuring CSE is meeting key performance indicators, providing solutions if they are off target as well as helping nurture and maintain relationships with the West of England Combined Authority.

Examples of our work

Futureproof (www.cse.org.uk/projects/view/1357)

This market transformation initiative to stimulate local supply and demand for low carbon retrofit in the West of England by connecting interested homeowners and skilled building contractors. Its aim is for this kind of work to become the straightforward, natural choice for any building work done on our homes. In the long term, this will help to ensure all home improvements contribute to achieving the highly energy efficient, low carbon housing stock we need to tackle climate change.

Somerset Warm Homes: Local Grant

We are working with Somerset Council to deliver their Warm Homes: Local Grant scheme (WHLG). The project is a partnership between Somerset Independence Plus, Somerset Council and CSE. We will be targeting low-income households to support the installation of low carbon technologies to help reduce bills and end the misery of cold homes. Somerset Independence Plus (SIP) offers an integrated service providing Disabled adaptations, Home Improvements and Prevention Services for disabled and vulnerable people of Somerset, to enable them to be more independent, improve their housing and to

live safer in their homes. By working in partnership with SIP we are offering an integrated service to households which often reaches the most vulnerable residents of Somerset.

We are delivering similar support contracts in the West of England.

Retrofit West CIC www.retrofitwest.co.uk

Retrofit West CIC was created by CSE, and we are currently the sole shareholder of the company. Retrofit West has been awarded a £2.5m grant from the West of England Combined Authority (WECA) to deliver a "Retrofit Accelerator Homeowner Advice Service" running up to end of June 2026. This is its first contract for the CIC and provides a strong foundation to establish its operations, which are envisaged to include development of commercial retrofit advice services, surveys and design work alongside potential other streams of grant or contract funding to help develop the retrofit supply chain locally.

More information about the team can be found here www.cse.org.uk/retrofit-services.

Salary and other details

This is a **permanent full-time role at 37.5 hours per week**; however, we are prepared to be flexible and will accept offers from those who would prefer part time work of 30 hours. The role is based in our office in central Bristol and there will be an expectation to travel to events, meetings, and conferences. **The salary is band J £48,726 to £58,365**, pro rata for part-time.

Starting salary will be dependent on skills, relevant experience, and qualifications. A suitably qualified and experienced applicant should expect to find themselves towards the middle of the range following successful completion of their 6-month probationary period. Subsequent movement is dependent on annual appraised performance against the defined job description for the post.

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)**. CSE operates a hybrid working system, but as a senior leader in the organisation there is an expectation that you would be in the office at least two to three days per week.

Application procedure

Applications should be made on the application form, available at www.cse.org.uk/jobs-volunteering. Your application should demonstrate how your knowledge, 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.

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.

The closing date for applications is 17:00 on Friday 12 September 2025.

If you have not heard from us by **Monday 15 September**, please assume that your application has been unsuccessful.

Interviews will take place in-person at our offices in Bristol on **Wednesday 17 September 2025**, though subject to change.

If invited to interview, we will ask you to provide evidence of eligibility to work in the UK.