

Information for applicants

Grant Administrator. Ref: HES

What will the job look like?

Working within our Household Energy Services (HES) team, the Grant Administrator role is for those people who are motivated by and would like to gain experience of providing financial support in the form of vouchers to eligible households. The role will include a probationary review after three months. The role is for an initial fixed-term period until end of May 2026 with the potential for Centre for Sustainable Energy (CSE) to offer a contract extension depending on similar work begin available in the future.

The postholder will be expected to provide strong customer service, demonstrate personal resilience, and work within agreed boundaries. You'll be working primarily on our Energy Redress funded voucher project, making and receiving calls, answering enquiries about the vouchers and gathering the necessary information to process applications. There is an important administrative element to the role so accuracy and excellent attention to detail are key.

Here are some examples of situations you may deal with:

- Answering enquiries about the vouchers and establishing whether householders are eligible to apply.
- Helping people apply for vouchers for their prepayment meter.
- Processing referrals that are submitted by email or online.
- Talking to people who are struggling to afford basic necessities and finding them the right help and support.
- Supporting people who may be in distress or angry. Training will be provided.

You will need:

- Some previous experience of customer service or helping others in some capacity.
- To be skilled and confident in making and receiving telephone calls.
- Excellent attention to detail.
- 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.

CSE operates a flexible work pattern outside of our core hours and a time off in lieu timesheet system. 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 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 and clients.

A full breakdown of the responsibilities for the role can be found in the job description.

Salary and other details:

The contracted hours for the **post will be up to full time (37.5 hours a week)**; however, we will consider applications from a minimum of 15 hours per week.

The post is for **a fixed term until end of May 2026** and is subject to a 3-month probationary period, at the end of which there will be a performance review.

The post is at band C on the CSE salary scale, at **£25,938 per annum**. Salary is paid monthly in arrears, pro-rata for part time.

We will pay fees and expenses for attendance of any 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), pro rata for part-time.

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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 45 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 Bristol, Somerset, Wiltshire and the West of England.

CSE has over 140 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 for Energy Security and Net Zero (DESNZ), Ofgem, Citizens Advice, Town and 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 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 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/advice-projects

Application procedure

- The closing date for applications is **17:00 on Wednesday 8 October 2025**.
- If you have not heard from CSE by 17:00 on Friday 10 October, please assume that your application has been unsuccessful.
- **Interviews** will take place on **Tuesday 14 October** at our offices in Bristol.
- The place of work will be the CSE office in Bristol, with opportunities to work from home after successfully passing probation.

If shortlisted for interview, we will ask you to provide evidence demonstrating your eligibility for employment in the UK.

If you would like to get in touch with us about this role, please email jobs@cse.org.uk and we will be happy to answer your questions.

Applications should be made on the application form available at <https://www.cse.org.uk/jobs-volunteering/>. 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 or by **post** to Centre for Sustainable Energy, St James Court, St James Parade, Bristol BS1 3LH.