

Information for applicants

Wiltshire Community Outreach Energy Advisor (Household Energy Services)

The Centre for Sustainable Energy's (CSE) 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, increasing energy prices, and rising 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. CSE runs the Warm and Safe Wiltshire project in partnership with Wiltshire Council's public health team. Our aim is to support the long-term wellbeing of disadvantaged Wiltshire households; people in fuel poverty with health problems and who are otherwise difficult to reach, including our Armed Forces and veteran communities. They will receive face-to-face, high-quality, tailored energy advice (including home visits) and in-depth energy casework, to ensure their homes are safe and affordable to keep warm. We aim to empower health, social care and wider community services to work together to ensure their clients live in safer and healthier homes.

What will the job look like?

Working within our Household Energy Services (HES) team, the home-based Wiltshire Community Outreach Energy Advisor role is for those people who have three or more years' experience engaging and working with different groups including charities and local authorities, and can provide strong customer service, personal resilience, and professional boundaries. You will primarily be working out and about in Wiltshire giving face-to-face advice, presentations to local groups and front-line professionals, and delivering home visits. You will also be engaging with and supporting where possible the Armed Forces community and veteran charities.

Given the large geographical area that the role covers there is a requirement that the postholder has a full, clean UK driving license to travel to meetings, homes, and places of work across the county. 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 and efficiently.

The place of work will be your home with some occasional visits to CSE's Bristol office for meetings and other duties as required.

Here are some examples of task associated with the role. A full set of responsibilities are listed on the job description:

- Liaising with a range of organisations, including the Armed Forces, veterans' charities, local authority teams, public health teams, and other voluntary sector organisations, to raise the profile of Warm and Safe Wiltshire, and arrange public-facing events.
- Deliver events such as advice stands or surgeries, presentations and talks, aimed at the public, frontline workers and other partners - in particular, armed forces or veterans.
- Help people understand their energy bills and their heating systems, giving tips on how to reduce their bills, helping them access grants, benefits or other financial support, and stay warm at home.

CSE operates a flexible work pattern outside of our core hours and a time off in lieu (TOIL) 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 angry, 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 will need to be:

- Able to build rapport and relationships with other voluntary, community and public sector organisations.
- Self-motivated with ability to work independently and with limited supervision.
- Confident in speaking with people at events and on the phone.
- Confident with designing and delivering presentations and talks to small groups.
- Aware of the need to maintain your own wellbeing.

Please refer to the job description for further details.

Salary and other details:

The role will be fixed term, until March 2027, with the possibility to extend depending on funding. We are flexible with the hours of this role and will discuss this openly if you are invited to interview. The role is on the salary band D, with the annual salary starting at **£29,024 per year pro rata** rising to **£31,895 per year pro rata** upon successfully passing a probationary review after six months. Salary is paid monthly in arrears across the fixed term of the contract (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) pro rata. There will be a **6-month probationary period and review**. You will be expected to be in the Bristol office during your first week

for induction and another week during your City & Guilds training and exam. After that 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 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 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 Department for Energy Security and Net Zero (DESNZ), Ofgem, the National Lottery, Citizens Advice, Town & Country Planning Association, National Grid Electricity Distribution, Scottish and Southern Electricity Networks, National Energy System Operator, NHS Health Trusts and local public health bodies, energy suppliers, over 20 local authorities and housing associations and a range of local and national advice services, charitable trusts and foundations.

Our Household Energy Services team currently delivers energy advice through multiple telephone advice projects 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 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.

Application procedure:

The closing date for applications is **17:00 on Thursday 28 May 2026**

If you have not heard from CSE **by 17:00 on Friday 29 May 2026**, please assume that your application has been unsuccessful.

Interviews will take place on **Thursday 4 June, and Friday 5 June 2026**.

If offer the role, we will ask you to **provide evidence demonstrating your eligibility for employment in the UK**.

Applications should be made on the application form available at 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 or by **post** to Centre for Sustainable Energy, St James Court, St James Parade, Bristol BS1 3LH.