



Candidate pack for the post of

Trainee Energy Caseworker within the Warmer Homes Advice & Money (WHAM) project

Aug 2026

Closing date: 5pm, Sunday 6 September 2026



About the role

We're looking for someone who would like to join our team of Energy Caseworkers within our Warmer Homes Advice & Money (WHAM) project.

The role will involve working as part of a team of caseworkers to support people living in fuel poverty. The caseworkers work closely with our partner organisations within Bristol, B&NES and North Somerset, utilising our partners' specialist advice to support householders.

You will be trained to give energy efficiency advice to support householders. Working mainly from our Bristol office you will be required to work occasionally from our partners' offices and undertake outreach activities and home visits across the area.

You will work as a Trainee Energy Caseworker for the first 5 months, becoming an Energy Caseworker following successful completion of probation.





About you

We're looking for someone who enjoys supporting others, who is highly organised, can work independently and use their own initiative.

We are seeking an empathetic, reliable, and collaborative team player dedicated to supporting vulnerable and disadvantaged households. The ideal candidate combines a compassionate approach with strong interpersonal skills to engage not only with vulnerable householders respectfully but also work alongside third-sector organisations, local councils and health and social care organisations.





Our ideal candidate will...

- Have experience of giving advice.
- Have an awareness of confidentiality requirements and GDPR when handling sensitive personal data.
- Have an understanding of safeguarding principles and the importance of protecting vulnerable individuals.
- Have an ability to actively listen to correctly identify the support needs of clients.
- Have the ability to present complex information in an accessible and appropriate manner.
- Have an ability to maintain admin systems consistently and accurately.
- Have experience in use of MS Office applications and knowledge and experience of using databases, SharePoint and Teams.
- Have an awareness of the need to maintain their own wellbeing.



About the team

As a WHAM Energy Caseworker, you will be part of the Household Energy Services team (HES).

The Household Energy Services team gives advice and support on home energy and retrofit to householders. Our freephone advice line, home visit service and long-term casework provide 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 also manage schemes for funding and installing home energy improvements, working with local authorities and housing providers to insulate homes and install low-carbon technologies at scale.





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 details

Contract

This is a fixed term role of 12 months.

Role

Full-time preferred (37.5 hours/week), minimum of 30 hours, based at our office in Bristol, occasional working from our partner offices across Bristol, B&NES and North Somerset.

Salary

The salary for the role will be on band D, with a starting salary of **£29,024 per annum**. There will be a salary increase to **£31,895** on successfully passing a performance review at the end of the 5-month probationary period and annual salary reviews thereafter.

Reporting to

Lisa Evans, Senior Project Manager.

Closing date for applications

5pm on Sunday 6 September 2026.

Earliest possible start date

Mid to late Oct 2026.

Safeguarding

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.

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.



31

Local authorities who used our services.

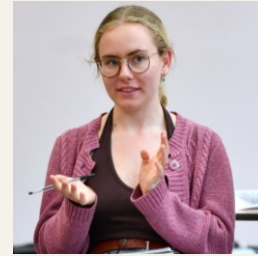
£2.3 million

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



6,969

Energy efficiency measures installed as a result of our projects.



1,850

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

£33.9 million

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

871

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



£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 a book club, 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 plus bank holidays (pro rata).
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. Maternity and adoption pay. Staff socials. Support with mental wellbeing including Mental Health First Aid and free counselling sessions.



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 Sunday 6 September 2026**.

We aim to hold interviews in person at our offices in Bristol on **Tues 15 and Wed 16 September 2026**. If selected for interview you will be required to deliver a short presentation. More details if shortlisted.

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.

Research shows that some people avoid applying for jobs unless they can meet every single criteria. If you're interested in this job, but don't tick all the boxes, apply anyway! We hardly ever hire people who can do every part of a job from Day One. Everyone has a learning curve. So don't rule yourself out!

Let us know if there are any changes we can make to our recruitment process to help you perform at your best. Lots of our people have disabilities or neurodiverse conditions (including some of our recruiters!). We're also aware that some people might be experiencing temporary challenges because of life events, like menopause. We're very used to making adjustments, so please don't be afraid to ask.

To contact us, please email jobs@cse.org.uk.



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](#).