

Job Profile

BWCE Home Energy Advisor

1. Job Purpose

This role is central to getting people what they need to achieve their energy ambitions.

Our vision is for people in our area to live in warm, comfortable, energy efficient homes, to tackle the climate crisis and reduce energy bills.

Many homeowners would like to make their homes more efficient but it can be hard to know what to do, and who to trust for help. As a successful not-for-profit community energy enterprise, Bath & West Community Energy's Home Energy Service is well placed to provide this trusted support.

We have learned that people need a wide range of support, and often, more than one type of support. The Home Energy Advisor will be central to providing this tailored support, by identifying and responding to householders' needs throughout their journey. The role has two main elements:

- A. **Energy Advice and Assessments: Helping householders** with light-touch expert home energy efficiency advice via home visits, phone calls or online meetings. Advice can be anything from easily actionable tips, through to more technical queries, recommendations for further expert support, or helping them engage and work with trusted installers. We will also train the Advisor to deliver our Home Energy Assessments, offering more in-depth whole-house energy advice and recommendations.
- B. **Customer Relations: Welcoming and getting to know our householders.** The Retrofit Advisor will often be the first point of contact for householders, helping them decide what they need and 'triaging' them into follow-on support. The Advisor will stay in contact with householders through their retrofit journey, periodically checking in to provide further support and evaluate our impact.

2. Terms and Conditions

Salary	£34,000 per year
Hours	This role will be five days a week: 37.5 hours a week. There will be an ongoing commitment to flexible working.

Holidays	25 days per calendar year plus Bank Holidays
Pension	BWCE offers a workplace pension scheme, currently with a 5% Employer contribution and 5% Employee contribution, that will start on satisfactory completion of the 3-month probationary period.
Health Care	After successful completion of probation, employees can opt into the BWCE the Vitality Healthcare plan including some cover for dental and optical care.
Training	We fund all our energy advice staff to qualify to Level 3: Energy Efficiency for Older and Traditional Buildings if they have not already, and provide on-the-job training in our survey methods.
Work Location	We have a hybrid and flexible working policy. For desk-based time, we have a preference that staff are in the office 50% of the time, on team days and as agreed.
Working Hours	This role will involve some out of hours work on weekends and evenings to deliver retrofit services and attend events.
Contract Length	June 2025 to 30 th April 2027, with potential to extend subject to funding.
Probation Period	3 months
Reporting	This post will report to BWCE's Home Energy Team Leader.

Start Date	As soon as possible from June 2025
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3. Bath & West Community Energy

Bath and West Community Energy (BWCE) is a not-for-profit community business, committed to putting people and communities at the heart of the transition to zero carbon. We are a member-led organisation and the majority of our members are local people. Our vision is for an energy system where:

- People are empowered to reduce their carbon emissions and bills by improving the efficiency of their homes and using renewable energy at the time it is produced.
- People can buy low-cost, clean energy direct from local energy projects.
- Energy projects are owned and shaped by their communities – giving local people a voice in decision-making, and a stake in local projects.
- A more flexible grid maximises the use of intermittent renewable energy and removes the need for fossil fuels.

Starting in 2010, when we were founded, our first mission was to install community-owned renewable energy. Through numerous schemes including solar panels on schools and larger solar fields, we own enough renewable energy to meet the equivalent annual electricity demand of around 5000 homes. This is rapidly growing with a strong pipeline of future projects.

As a community benefit society, we distribute excess revenues from our renewables to local projects that tackle the climate crisis and fuel poverty. So far, we have distributed over £430,000 of surplus income into our [independent community fund](#) which has made grants to over 100 community projects.

Building on the success of our renewable energy enterprise, we recently started a programme of work to help people make their homes more energy efficient.

4. BWCE's Home Energy Service

Our Home Energy service launched in autumn 2024. Our initial focus is paid home energy assessments for households in the Bath and West area. We offer several types of assessment for which on-the-job training will be provided. We are also moving into Retrofit Coordination,

supporting homeowners after the survey by helping them to find and work with trusted installers.

We run grant funded projects to complement our paid services. So far, we have run successful Open Homes events, worked closely with Bath & North East Somerset Council to help owners of listed buildings, are running a heat pump market development project and are offering special support to groups of neighbours to make their homes more efficient, through our Home Energy Neighborhoods project.

5. Home Energy Advisor – Principle Tasks

Reporting to the Home Energy Team Leader, the Home Energy Advisor's principal tasks are as follows:

A. Home Energy Advice and Assessments

Delivery of free or paid-for home energy assessments for householders which, depending on service type, will include a selection the following:

- Providing light-touch advice through a concise walk-around home visit, helping the homeowner decide what further support or services are needed.
- Physical data collection within households: measuring and identifying elements including walls, windows, doors, floors, roofs, heating and ventilation systems etc. Including estimating construction type, material, age and collection of energy use data.
- Qualitative data collection: interview with householder to explore occupation patterns, preferences and future plans for their home.
- Population of home energy assessment tool with qualitative and quantitative data, running the energy model to accurately establish current performance.
- Creation of contrasting retrofit scenarios, outlining potential retrofit measures from a library and modelling the impact of these scenarios on energy performance.
- Use of equipment such as a thermal imaging camera and blower door, and interpretation of results for homeowner.
- Putting householders at their ease and appropriately answering any questions posed.

B. Customer Relations

An energy assessment is often only part of the support that householders need. The Retrofit Advisor will welcome new customers into our service, appropriately identifying their ongoing needs, and then 'see it through' until they have realised their energy ambitions. This will include:

- Responding to initial and ongoing householder enquiries, helping householders choose the right services and triaging them into appropriate follow on support.
- For homeowners who welcome it, periodically checking in to offer further support and gather evidence of progress made.
- Providing post-survey support, such as seeking quotes from trusted installers, and helping householders navigate the installation process.
- Keeping excellent records using BWCE's systems and processes, to have an overview of where householders are on their journey.

6. Person Specification

Our ideal candidate for the Retrofit Advisor role will demonstrate:

- A. **Customer Service experience** – you will enjoy talking to people in person and on the phone, be proactive about customer care and able to advocate for householders to ensure their needs are met.
- B. **Retrofit Experience:** Experienced in retrofit, including:
 - Understanding of building physics, including the thermal and moisture performance of different materials and construction assemblies, especially in relation to historic buildings and natural / traditional building materials.
 - Understanding of building services, including the different heating and ventilation systems available and likely to be present in domestic settings, how they operate and how they are controlled.
 - Understanding of the whole house and fabric first approaches to domestic retrofit, and the role of heat pumps.
 - Experience of energy assessment tools and models such as SAP (reduced data / full version), and of carrying out accurate measured surveys of existing buildings.
- C. **Flexibility:** Ability to work within a small dynamic team, testing innovative new approaches in a growing organization – you'll be flexible and a strong team player.
- D. **Organisation:** Comfortable managing and prioritising your own workload – you'll be goal oriented with excellent organisational and time management skills.
- E. **Strong Written Communication:** You'll be able to write concise, accurate energy assessment reports.

- F. **Excellent attention to detail** – for the accuracy and efficiency of the work you will need to collect lots of pieces of data with minimal or no errors. This includes strong arithmetic skills to be able to check for errors and assumptions in spreadsheet tools.

7. Qualifications

This role requires a strong knowledge of domestic buildings and energy performance. We would expect the successful candidate to have one or more of the following:

- A. PAS 2035 Retrofit Assessor or Retrofit Coordinator qualification
- B. Domestic Energy Assessor accreditation
- C. Academic or professional qualification in a built environment discipline that demonstrates good understanding of building physics and or services.
- D. Professional experience in the built environment sector

8. Application Process

To apply for this role, please complete the application form downloadable from the 'Jobs' page of the www.bwce.coop website. Please respond to the Person Specification criteria using the STAR method – Situation, Task, Action, Result. CVs and cover letters are not accepted.

Below are the key dates:

- Application Deadline: Tuesday 27th May at 5pm.
- Interview dates (please hold clear): 10th and 11th June.

The selected candidate will undergo a Disclosure and Barring Service (DBS) check as part of the probation process and prior to undertaking in-person energy advice.

Bath and West Community Energy is an equal opportunity employer and encourages applications from individuals of all backgrounds. We look forward to seeing your application for this unique and exciting opportunity.