



Regional Energy Lead, North West and North East & Yorkshire

Thanks for your interest in working at Citizens Advice. This document should give you everything you need to know about the above role.

Want to chat about this role?

Please contact the recruitment team at careers@citizensadvice.org.uk



The team

The role you're applying for is in the **Partnerships and Advocacy** directorate and in the **Energy** team. Here are **4** ways you can find out more about us:

1. **What we do** - find out more about our purpose, history and strategy, and watch a video that brings to life what we do

[citizensadvice.org.uk/about-us/information/what-we-do/]

2. **[Our impact 2022-2023](#)**

[wearecitizensadvice.org.uk/our-impact-2022-to-2023-61ecdbcaf3ee]

3. **[A week in the life of the energy policy team](#)** - 3 colleagues share what working in the team is like day-to-day

[wearecitizensadvice.org.uk/beyond-the-job-pack-305976d4b8d7]

4. **[The energy team's publications](#)** - explore what we've been working on recently

[citizensadvice.org.uk/about-us/our-work/policy/energy-policy-research]



The role

Citizens Advice is the statutory advocate for energy consumers. We use research and evidence from the people who contact our advice service every day to understand the problems facing energy consumers in Great Britain. We help solve these problems by engaging with industry, changing policy and supporting consumers to navigate the market.

We are looking for a Regional Energy Lead for the North West and North East & Yorkshire to join the Regional Energy Planning team in our Advice and Advocacy directorate. Using robust and defensible research and evidence, you will ensure consumer interests are reflected in the development of regional energy policy and practice, including the National Energy Systems Operator's (NESO) new Regional Energy Strategic Plans (RESP), across the North West and North East & Yorkshire.

You'll work across policy areas and support junior members of the team to reach their potential. Our strong brand will give you unique opportunities to engage with those who have the power to make change. Your research outputs will influence regional mayors, regulators and industry bodies, on behalf of the people who rely on us.



Role profile

Band:	Manager, Lower	
Proficient salary:	£49,479	
Location:	Homeworker	
Travel:	Frequent travel across the region	
Reporting to:	Principal Policy Manager – Regional Energy Planning	
Role purpose:	To lead Citizens Advice’s work in the North West and North East & Yorkshire to ensure Regional Energy Strategic Plans, and regional energy policy and practice, maximise benefits for consumers.	
Key accountabilities	Key elements/tasks	% of time
Influence the development of regional energy policy and practice	<p>Using evidence gathered through regional intelligence and other research to ensure consumer interests are reflected in the regional planning process.</p> <p>Represent Citizens Advice as a key stakeholder at external governance groups such as Regional Energy System Planner (RESP) boards and working groups, Independent Stakeholder Groups for Distribution Network Operators (DNOs), Community Energy Groups, etc.</p> <p>Collate and share developments and activities from your region to spread best practice to other regions.</p>	20%
Build and maintain a strong stakeholder	Take a strategic approach to building and maintaining strong relationships across	15%

<p>network</p>	<p>key stakeholders.</p> <p>Gather insight from key energy stakeholders to ensure their views are represented in our work.</p> <p>Gather and share insight from our work and ensure that energy organisations/stakeholders are informed about our views on policy.</p>	
<p>Contribute to the development of a policy research theme</p>	<p>Propose and develop policy research themes on regional energy issues and assess new research proposals in terms of wider team/directorate objectives, Corporate Plan, Equality Strategy and Brand, etc.</p> <p>Provide constructive critical challenge to policy research work in other theme areas to identify wider implications of projects, and link up projects and people across the directorate.</p>	<p>10%</p>
<p>Manage and deliver policy research projects</p>	<p>Manage a range of research projects, setting and meeting own deadlines without significant intervention.</p> <p>Ensure research projects employ robust methodology, and that all outputs provide empowering, authentic and defensible solutions.</p> <p>Directly manage supplier relationships, be able to resolve issues independently, and show good judgement about when to escalate concerns.</p>	<p>15%</p>
<p>Joining up advocacy and advice</p>	<p>Contribute to the effective and timely reflection of developments in regional energy policy and practice in the organisation's provision of advice via national policy and advice teams, and through best practice guides, deep dives into practice areas, profiles of regional stakeholder activity, etc.</p>	<p>15%</p>

Provide media and influencing content and insight	<p>Provide news, campaigns, information and other teams with suitable, relevant, timely policy content; and work with these teams to sharpen and package content.</p> <p>Dependent on team capacity, carry out media work where appropriate and relevant to the policy area.</p>	10%
Manage and develop staff as necessary and ensure the efficient working of the team	Line manage staff where necessary, planning and allocating work, motivating and managing performance and development, and supporting staff.	10%
Other	Undertake any other duties as may be reasonably required within the scope of the role.	5%



Person specification

Essential criteria

Top 3 criteria assessed at application stage.

1. Ability to manage and deliver strategic and tactical research projects to deadlines.
2. Strong understanding of what really makes senior decision makers change policy and practice, using both formal and informal routes.
3. An understanding of the current regional energy policy landscape and the diverse challenges that people face.
4. Proven ability to think creatively and pragmatically about policy at both big picture and detailed implementation levels to identify authentic, empowering solutions.
5. The ability to adapt flexibly to working in new policy areas and constructively challenge policy and service delivery approaches.
6. Excellent written and oral influencing skills, including the judicious use of

data and acute media and political judgement.

7. Ability to contribute to the development of an influential research programme, under a broad work theme, in which equality and diversity is appropriately integrated.
8. Excellent ability to build and maintain a strong stakeholder network.
9. Strong ability to plan and allocate work, manage performance and development, and support staff and volunteers as appropriate.

Desirable Criteria

1. Willingness and ability to undertake some work out of hours and provide on-call cover.
2. Knowledge or experience of retrofit delivery, community energy, or housing standards compliance and enforcement such as Private Rental Sector minimum energy efficiency standards, Awaab's law or the Decent Homes Standard.
3. Understanding of the devolution agenda and how this will impact the delivery of energy infrastructure and retrofit measures.

Requirements for role

1. IT proficiency including competent use of Google and Microsoft Office.
2. This role is designated as an essential car user. As such a valid driving license and access to a vehicle are required for instances when travel by public transport is not a reasonable option.
3. Knowledge or lived experience of the region.
4. Ability to develop and maintain an inventive, responsible and generous team culture in which equality and diversity are well managed and staff and volunteers can do their best.
5. Understanding of, and commitment to, the aims and principles of the Citizens Service in which equality and diversity are embedded throughout.
6. Awareness that Citizens Advice clients are at the heart of everything we do.