

Role Description

Reports to:	Energy Switch Guarantee Board, Energy UK
Job title:	Chair of the Energy Switch Guarantee
Location:	London
Contract:	Part Time, approx. 20 days per year
Salary:	A competitive day rate will be offered

About Energy UK

We are a representative body committed to supporting the delivery of a secure, low carbon energy system that provides excellent service, choice and value for money to all UK homes and businesses.

Our membership encompasses the truly diverse nature of the energy industry from the UK's largest energy firms right through to new, growing suppliers and generators, which now make up over half of our membership. We are the main trade association in the sector and we now have a membership of nearly 100 suppliers, generators and stakeholders with a business interest in the production and supply of electricity and gas.

Energy UK plays a key role in promoting diversity and inclusion across the energy industry. In addition to our Young Energy Professional Forum, we run a thriving LGBT+ network - "Pride in Energy" - and have an "Equality and Diversity Forum" to share best practice and foster collaboration across the industry on all issues relating to equality and diversity.

Utilising our unique position spanning the broad spectrum of the sector, we use our standing with government to directly influence policy change which drives down energy costs to customers, including the fuel poor and vulnerable, and to drive up standards across the market, competition and customer engagement in the energy sector. One way in which we achieve these aims is through the delivery of voluntary industry initiatives such as the Energy Switch Guarantee.

About the Energy Switch Guarantee

The Energy Switch Guarantee was launched in 2016 to boost consumer confidence in switching. It consists of 10 commitments that promise a speedy and safe switch from one energy provider to another. There are 16 supplier signatories covering around 80% of the market.

Since the launch of the Guarantee, switching speeds in the energy sector have significantly accelerated and switching rates have reached record levels. Signatories

transparently report on their performance against agreed KPIs every quarter, highlighting their compliance with key aspects of the switching process including the speed of the switch, the timeliness of the issuance of a final bill, and the time it takes to issue a credit refund to a leaving customer.

The environment in which the Guarantee operates is due to change significantly in the next 18 months. In the short term, the coronavirus outbreak has seen switching rates fall, while the importance of consumer confidence in the process has never been greater at a time when many people are needing to heat their homes for longer periods of the day. In the medium term, Ofgem is due to overhaul the arrangements for switching energy supplier in 2022, which will necessitate a reconsideration of the role played by the Guarantee in improving standards in this area.

Role Purpose

The role holder will support the delivery of the aims of the Guarantee by providing leadership of signatories and being a passionate advocate of a competitive retail market and switching energy provider. They will enjoy the challenge of working with signatories, stakeholders and the secretariat to explore the future role of the Guarantee in a fast-changing environment.

Responsibilities will include:

- Chairing meetings of the Energy Switch Guarantee Board
- Acting as a spokesperson of the Guarantee as appropriate, and when agreed
- Overseeing the compliance escalation process to uphold standards among existing signatories
- Contributing to strategic thinking around the future role of the Guarantee
- Facilitating effective discussions and decisions around the future of the Guarantee

Person Specification

The role holder will require a background that demonstrates:

- A sound knowledge of the energy industry and consumer issues
- The ability to effectively chair meetings and oversee decision-making
- An interest in thinking creatively to tackle adaptive challenges
- Confidence in making reasoned and balanced judgements based on evidence (e.g. of compliance issues)
- A commitment to the Energy UK values of integrity, professionalism and communication