

Role Description

Reports to:	Vulnerability Commitment Board, Energy UK
Job title:	Chair of the Vulnerability Commitment
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 and the Vulnerability Commitment.

About the Vulnerability Commitment

The [Vulnerability Commitment](#) is a voluntary agreement that will come into effect on 1 January 2021 and aims to improve the support provided to vulnerable households. Its 15 founding signatories are committed to proactively evaluate their own performance in this area, collaboratively share good practice, and transparently outline the support they provide to vulnerable households. It is open to all energy suppliers to join, not just Energy UK members.

The vision for the Vulnerability Commitment is to harness the commitment of energy suppliers of all different sizes to continuously improve the support provided to vulnerable households. It seeks to embed a collaborative, proactive and transparent approach that will improve both the quality of support provided by energy suppliers and customer awareness that this support exists. At a time when many people are struggling to make ends meet, the code's signatories are

determined to lead the sector by demonstrating the role that energy companies can play, and making it easier for customers to know which suppliers are doing a bit extra to help their vulnerable customers.

The creation of a new, independently monitored code of conduct focused on vulnerability was a recommendation of the Commission for Customers in Vulnerable Circumstances report (available [here](#)), published in May 2019.

Signatories are held to account for delivering their commitments through a number of checks, including: a statement of compliance from the dedicated Board Champion; an annual Request for Information; and a thematic annual review by an independent expert panel consisting of the chair of the Vulnerability Commitment, a representative from Citizens Advice and a representative from Energy UK. In addition to holding signatories to account for compliance, the objective of the review is to support suppliers to identify their strengths and weaknesses in the support of vulnerable households and therefore assist them to deliver improvements.

Role Purpose

The role holder will be the figurehead of the Vulnerability Commitment. Externally, they will be a spokesperson articulating the work and impact of the Commitment. Through their work with signatories, they will challenge and support suppliers to deliver against their pledges and thereby further improve the support provided to vulnerable households. Specific responsibilities will include:

- Chairing an annual review hearing with each signatory to explore and check their compliance with the Commitment
- To evaluate information from the annual RFI and panel hearing, with the support of the Secretariat, to confirm that each signatory has demonstrated its compliance with the code
- To review any submissions of a serious breach of the code and decide whether to trigger the compliance escalation process
- To chair a meeting of the Advisory Board, approximately every six months, to evaluate the progress of the code, wider developments and identify any suitable change requests
- To ensure any change requests to the Commitment are appropriate for consultation and aligned to its vision
- To contribute to strategic thinking around the future role of the Commitment in a fast-changing landscape

Person Specification

The role holder will require a background that demonstrates:

- A passion for improving the lives of customers in vulnerable circumstances
- A sound knowledge of the energy industry and consumer issues
- The ability to effectively chair meetings and oversee decision-making
- Confidence in making reasoned and balanced judgements based on evidence
- An understanding of the role of voluntary industry codes, and a belief in the ability of such codes to deliver positive outcomes
- The Energy UK values of integrity, professionalism and communication

The chair is required to be independent and free of a conflict of interest with any signatory to the code. All candidates will be required to declare any potential conflicts of interest as part of the interview process.