

Job Spec Code: LP07

Job Title: Conduct, Risk and Customer Vulnerability (CR&CV) Analyst – British Gas Energy

Scene setter:

British Gas Energy is undergoing an exciting period of change. We're evolving to become a truly purpose-led organisation, helping millions of customers by energising a greener and fairer future. We truly believe that we have a huge role to play in helping the nation to cut carbon emissions and prepare for a net zero future, and it's a role we are immensely proud of.

This role would be an excellent opportunity for someone to gain experience in a number of activities within the team that provides vital support to all business functions within British Gas Energy (BGE).

Overview of role:

The placement would provide an opportunity to work across the newly formed and developing CR&CV Team. The successful candidate would provide support and gain experience across all 3 core areas of the team (i.e., conduct, risk and vulnerability), helping them to understand all aspects of our work and opportunity to focus on areas of interest, specialism and expertise.

The role would be an excellent opportunity to interact and collaborate across all BGE business functions helping to gain a good understanding of BGE from a customer, commercial and operational perspective.

Attributes we need:

- Strong planning and organisational skills
- Relationship builder - effective team player who encourages co-operation, mutual trust, and open communication
- Excellent stakeholder management, able to collaborate well with internal and external colleagues across geographical locations
- Effective networking and influencing skills. Ability to negotiate effectively with internal staff and external service providers
- Someone who will actively challenge status quo and conventional thinking to deliver better outcomes
- Effective presentation, communication, and written skills – ability to articulate a compelling argument, verbally and on paper
- Consistently meets deadlines and completes task promptly, but where necessary is able to manage competing demands effectively and efficiently; and

Knowledge or experience of dealing with either conduct, risk, or vulnerable customers in an organisational, commercial or regulatory setting would be advantageous but is not essential.

From Centrica's Core Capabilities, we're also looking for the following:

- Customer Focus
- Challenge & Support
- Relationship building
- Safety
- Commerciality
- Prioritisation

Key accountabilities during placement:

The successful placement candidate would:

- Work closely with and across the Conduct, Risk and Customer Vulnerability (CR&CV) Team
- Get involved in:
 - Work focused on Vulnerable Customer oversight, strategy and policies
 - The British Gas Energy Risk Framework – providing oversight, operation and strategy
 - Regulatory and Conduct Risk Support – providing consultancy, oversight and challenge ('critical friend')

Essential and Desirable:

Essential:

- An availability date to begin placement from Monday 30th September
- For military individuals:
 - 4 years+ leadership experience
 - A Service Leaver undertaking resettlement – or within 24 months of leaving the Forces and still eligible for CTP support

Desirable:

- Degree educated or equivalent
- For athletes - coaching experience – high performance

Career potential beyond placement:

As a new and growing CR&CV team, it is likely that there will be further opportunities with us beyond the 9-month placement.

Location of Placement:	Placement Salary	Length of Placement
The role is hybrid with occasional office travel. All locations (primarily Windsor, London (Park House) and Leicester).	Between £43,000 - £53,000 depending on experience	9 months

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