



Recruitment Pack

Information and Advice
Coordinator (Energy)

Hello from our Chief Executive



Welcome!

Thank you for taking the time to explore this opportunity with Age UK Bolton.

I'm delighted you're considering joining our team!

Age UK Bolton has proudly supported older people across our borough since 1947. Today, we're one of Bolton's leading charities, working with over 20,000 of older people each year while helping shape conversations about ageing well, prevention and stronger communities. We're ambitious about what comes next.

As an organisation, we're continually evolving, looking for better ways to support older people, strengthen partnerships and create lasting impact. That means we value people who bring ideas, curiosity and a willingness to work collaboratively. We want people who care about doing good work, but who also enjoy being part of a team that encourages learning, development and trying new approaches.

Above all, we're a people organisation. Our clients, volunteers, partners and colleagues are at the heart of everything we do. We work hard, we support one another, we celebrate success together and we never lose sight of why our work matters.

If you decide to join Age UK Bolton, you'll be making a genuine contribution to the lives of older people across our community while becoming part of an organisation that's full of energy, purpose and optimism for the future.

Thank you again for considering Age UK Bolton. I hope this pack gives you a flavour of who we are, what we value and what it might feel like to be part of our team.

I wish you every success throughout the recruitment process.

Kindest regards,

Lauren McKechnie
Chief Executive, Age UK Bolton
Chair, Age UK Greater Manchester Collective

 **Bolton**
ageUK
Let's change how we age

 **Greater**
Manchester
ageUK
Collective

About us

Age UK Bolton is an **independent** charity working to improve the lives of older people across the borough.

Established in 1947, our charity now supports over 10,000 of our borough's older people each year and contributes over £3 million to Bolton's economy. Through our wide range of services, we help people remain independent, active, and connected to their communities.

In addition to our charity services, we also operate Age UK Bolton Enterprises, our wholly owned trading arm. This dynamic and innovative division enables us to develop income-generating services including Cleaning and Shopping and Handywork and Gardening, aiding our financial sustainability and ability to meet the evolving needs of older people.

Our employer commitments



Our vision is to create a Bolton borough where everyone can age well. By joining us, you'll help make this a reality.

Staff benefits

Working in the charity sector can be rewarding - but that doesn't mean you have to miss out on other benefits too. As a thank you for their hard work, we offer our staff a range of benefits for their health, general wellbeing and leisure time.

Our staff benefits

- Employer-matched pension contribution of up to 7%
- We are proud to be an accredited Real Living Wage employer
- Blue Light Card discount, with discounts on over 15,000 brands
- Access to the Bupa Employee Assistance Programme (EAP) for wellbeing and mental health support
- Level 1 Membership of UK Healthcare, our health cash plan provider
- Access to the Age UK Discounts Portal (provided by Aon), giving you money-saving offers and discounts on everyday shopping from a wide range of popular brands
- Membership of Tickets for Good, providing free and discounted tickets to events, attractions and experiences as a thank-you for working in the charity sector



Overview of the role

Salary:	£29,506.05
Contract:	Energy Redress
Hours:	26 hours per week
Responsible to:	Information and Advice Service Manager
Location:	The Square, Bolton, BL1 1RZ (with community visits)

Overall role purpose

The Information & Advice Energy Coordinator plays a vital role in helping older people across Bolton stay warm, financially secure and independent in their own homes.

The postholder will provide practical energy advice and support to older people experiencing challenges relating to fuel poverty, rising energy costs and household affordability. This includes helping individuals access energy-related grants, financial assistance, welfare benefits and other support that can improve their wellbeing and quality of life.

Working closely with individuals, families, community partners and energy support providers, the Information & Advice Energy Coordinator will build trusted relationships, identify practical solutions and empower people to make informed decisions about their energy use and household finances.

Through effective casework, community engagement and partnership working, the Information & Advice Energy Coordinator will help reduce financial hardship, improve wellbeing and ensure older people can remain safe, warm and connected within their communities.



Key responsibilities

As Information and Advice Coordinator (Energy), you will:

- Provide high-quality, person-centred energy advice, information, guidance and practical support to older people across Bolton, helping them manage energy costs, household bills and improve energy efficiency.
- Assess individual circumstances and identify appropriate energy, financial and welfare support options to maximise household income and wellbeing.
- Support applications to grants, energy funds, discounts, schemes and other sources of financial assistance available through local and national programmes.
- Undertake training for a Level 3 City and Guilds in Energy Awareness with National Energy Action.
- Signpost and refer clients to relevant statutory, voluntary and community services, ensuring access to wider support and joined-up provision.
- Develop positive relationships with energy providers, community organisations and local partners to improve outcomes for clients and strengthen referral pathways.
- Deliver outreach activities, community engagement sessions and service promotion to raise awareness of fuel poverty and available support.
- Empower clients to build confidence, resilience and independence in managing their energy use, household finances and wider circumstances.
- Maintain accurate client records, monitor outcomes and contribute to service monitoring, reporting and demonstrating the impact of the service on individuals and the wider community.
- Keep up to date with developments in energy support, fuel poverty initiatives, funding opportunities and relevant legislation.
- Support the wider Information and Advice team through administrative duties, volunteer co-ordination and collaborative working to ensure clients receive holistic, person-centred support.

Person specification

Essential Skills and Experience

- Experience of providing advice, information, guidance or support to members of the public or experience of working within the energy industry.
- Ability to build positive relationships with clients, partners and stakeholders.
- Excellent communication, listening and problem-solving skills.
- Ability to explain complex information in a simple and accessible way.
- Experience of working with vulnerable adults or people facing financial hardship.
- Strong organisational skills and ability to manage a varied workload.
- Excellent written and verbal communication skills.

Desirable Skills and Experience

- Knowledge of fuel poverty, energy advice or household affordability issues.
 - Experience of supporting applications for grants, benefits or financial assistance.
 - Understanding of community services and support available across Bolton.
 - Experience of partnership working within the voluntary, public or community sector.
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Recruitment process

Age UK Bolton is committed to equality, diversity, and inclusion and aims to make the recruitment process as accessible and person-centred as possible.

To apply, please send a CV and covering letter to **recruitment@ageukbolton.org.uk**. You can also post your CV and covering letter to Age UK Bolton, The Square, 53- 55 Victoria Square, Bolton, BL1 1RZ.

If you would like an informal conversation about the role or our organisation before submitting your application, please contact Chiara Knott via email on chiaraknott@ageukbolton.org.uk or by phone on 01204 382411.

Closing date: Saturday 31 October 2026 at 23:59

Interview date: Tuesday 13 or Thursday 15 October 2026



Contact us

Age UK Bolton
The Square
53-55 Victoria Square
Bolton
BL1 1RZ

Email: enquiries@ageukbolton.org.uk
Phone: 01204 382411
Website: www.ageuk.org.uk/bolton