

Administrator

Energy Advice Service



'Until everyone is living their best later life'

About Age UK Lancashire

Age UK Lancashire proudly delivers services to over 12,000 older people across Lancashire each year, enabling them to maintain their independence and to enjoy choice and control over their lives.

The Service

Funded through the Energy Industry Voluntary Redress Scheme this Service supports frail older people to stay warm, safe and independent at home. By combining home visits, energy-saving measures and income advice, it helps vulnerable households cut energy costs, improve efficiency and manage energy use confidently. Working with health and community partners, the service aims to support around 2,000 households across Lancashire, reducing fuel poverty and preventing avoidable hospital admissions.

The job, in a nutshell

As Administrator, you will provide efficient and professional administrative support to ensure the smooth running of the project.

You will be the first point of contact for referrals and enquiries and will coordinate appointments, maintain records and support monitoring and reporting.

What you'll do for us / The Job

- ✓ You will manage incoming referrals and enquiries.
- ✓ You will book home visits, and coordinate diaries to ensure an efficient and responsive service.
- ✓ You will maintain accurate and up-to-date records on the CRM system, prepare reports, and support monitoring processes to evidence outcomes and impact.
- ✓ You will track the distribution of resources and completed installations.
- ✓ You will contribute to data collection for evaluation purposes and provide general administrative support to the team to ensure the smooth day-to-day running of the service.

Working safely

- ✓ You will handle personal data in line with GDPR and maintain confidentiality at all times. You will follow safeguarding and information governance procedures to ensure sensitive information is managed securely.



Driving: This role requires you to have a full driving licence and appropriate business insurance.

DBS: This role requires you to have an basic DBS check , and associated costs will be met by the employee.

Our Values

We innovate

We care

We go above & beyond

We take responsibility

We are proud to work here

Administrator

Energy Advice Service

- ✓ You will work closely with the Energy Redress Service team, adhering to relevant policies, processes, and Service Standards.
- ✓ You will keep your skills and knowledge up to date through training and maintain professional boundaries at all times.

Key Relationships

- ✓ Project Team (Service Manager, Energy Advisers, Handypeople)
- ✓ Community and voluntary sector organisations
- ✓ Energy suppliers and external advice agencies
- ✓ Age UK Lancashire service teams
- ✓ Energy suppliers and external advice agencies
- ✓ Clients and carers

Must have

- ✓ Able to demonstrate a person centred approach when dealing with customers over the phone or via email
- ✓ Excellent communication skills both written and verbal
- ✓ Competent IT skills including use of CRM systems and Microsoft applications
- ✓ Strong organisational skills
- ✓ Ability to manage multiple tasks and deadlines
- ✓ Valid driving license and use of a car for business purposes

Great to have

- ✓ Experience working in a charity or health-related setting.
- ✓ Understanding of data reporting requirements.
- ✓ Experience coordinating appointments or casework services.
- ✓ Knowledge of fuel poverty and the energy market
- ✓ Understanding of safeguarding and risk assessment

Other information

- ✓ This role description is not intended to be exhaustive, but rather to clearly define the fundamental purpose, responsibilities and deliverables for the role.
- ✓ In addition to the contents of this role description, employees are expected to undertake any and all other reasonable and related tasks allocated by line management.
- ✓ Employees are expected to comply with all Age UK Lancashire's policies and procedures and to participate and contribute to Age UK Lancashire's activities, meetings, and training courses.

Wellbeing Worker quote:

"I believe we are an excellent organisation which does everything possible to help our clients live their best lives and our people embody that to the full going over and beyond whenever they need too. I'm proud to work here."