

Energy Advice Service

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.



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

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

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 an Energy Adviser, you will support older people living with frailty at home to manage their energy needs. You will provide tailored advice, arrange practical energy-saving improvements through our Handypeople, liaise with suppliers to resolve issues, and maintain accurate case records.

What you'll do for us / The Job

- ✓ You will deliver personalised energy advice through home and community visits, including reviewing bills, identifying savings, supporting tariff comparisons and switches, and liaising with energy suppliers to resolve issues.
- ✓ You will help clients manage online energy accounts, use comparison tools, and build digital confidence.
- ✓ You will arrange small energy-saving measures, supporting individuals to access benefit checks, financial guidance, and financial entitlements
- ✓ You will deliver light-touch energy awareness sessions at community events and promote other available support services.
- ✓ You will be responsible for creating and maintaining accurate client CRM records and files and ensuring client confidentiality and compliance with GDPR guidelines.

Working safely

- ✓ You will follow safe working practices at all times, especially during home visits, identifying and responding to risks while adhering to lone working and safeguarding procedures.

Our Values

We innovate

We care

We go above & beyond

We take responsibility

We are proud to work here

Energy Advice Service

- ✓ You will maintain confidentiality, dignity, and professional boundaries, in line with risk assessments and Service Standards.
- ✓ You will keep your skills up to date, complete required training, and remain familiar with relevant policies and guidance.

Key Relationships

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

Must have

- ✓ Able to demonstrate a person centred approach to all customer contact
- ✓ Able to build relationships with individuals, and other health care professionals and colleagues
- ✓ Excellent communication skills, both written and verbal with a high level of attention to detail
- ✓ Competent IT skills including use of CRM systems and Microsoft applications
- ✓ Ability to prioritise and manage workload independently.
- ✓ Understanding of safeguarding and risk management
- ✓ Valid driving license and use of a car for business purposes

Great to have

- ✓ Energy advice qualification (Level 3 City and Guilds in Energy Awareness)
- ✓ Knowledge of fuel poverty and the energy market
- ✓ Experience working within health and social care partnerships
- ✓ Experience of digital inclusion support

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."