

Service Manager

Energy Advice

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

The role leads the development and delivery of a countywide new energy advice service that helps frail older people reduce energy costs and stay warm, safe and independent at home. It combines operational management, team leadership and quality assurance, overseeing home-based energy support, coordinating referrals with health, social care and community partners, and ensuring vulnerable households receive timely, solutions-focused advice that improves wellbeing and prevents crisis.



What you'll do for us / The Job

- ✓ Responsible for the implementation and delivery of the project's objectives, targets and outcomes as set out in the service specification, while establishing a structured operational delivery plan.
- ✓ You will drive continuous quality improvement in line with ISO9001 and Charity Quality Standards.
- ✓ You will manage a small team of advisers, handypeople and an administrator, and work with the Head of Service to recruit, induct and train new staff.
- ✓ You will establish and maintain clear referral pathways and lead the marketing and promotion of the project.
- ✓ You will be responsible for the coordination of energy-information sessions delivered in community settings by the Energy Advisers.

Our Values

We innovate

We care

We go above & beyond

We take responsibility

We are proud to work here

Energy Advice Service

What you'll do for us / The Job continued...

- ✓ You will provide, and oversee the team in providing, tailored advice to help people navigate the energy market.
- ✓ You will oversee the delivery of adviser led home visits that offer in-depth guidance, assess needs for energy-saving measures and provide reassurance.
- ✓ You will support people to access warm spaces where appropriate.
- ✓ You will oversee the purchase and installation of energy-saving equipment.
- ✓ You will manage the project budget and ensure all resources are procured in line with organisational policies and procedures.
- ✓ You will ensure all project data is accurately recorded and produce timely, accurate reports in line with requirements.

Work safely

- ✓ You will develop risk assessments and ensure the team are adhering to these when undertaking home and community visits
- ✓ You will ensure that you and the team fully understand the Safeguarding and Health and Safety procedures and highlight risks appropriately.

Key Relationships

- ✓ Head of Service
- ✓ Project Team (Energy Advisers, Handypeople, Administrator)
- ✓ Health, social care, community and voluntary sector partners
- ✓ Age UK Lancashire service teams

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.

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."

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Must have

- ✓ Energy advice qualification (Level 3 City and Guilds in Energy Awareness) or readiness to undertake in post.
- ✓ Excellent communication skills with an ability to build relationships with individuals using the service, and other health care professionals and colleagues
- ✓ Experience of managing services and staff
- ✓ Strong knowledge of performance management and reporting
- ✓ Strong organisational and leadership skills
- ✓ Competent IT skills including use of CRM systems and Microsoft applications
- ✓ Understanding of safeguarding and risk management
- ✓ An ability to provide a person centered, flexible and responsive service
- ✓ Valid driving license and use of a car for business purposes

Great to have

- ✓ Knowledge of fuel poverty and the energy market
- ✓ Experience working within health and social care partnerships
- ✓ Project management experience
- ✓ Experience of, or awareness of, the issues affecting older people and carers
- ✓ Experience working in a charity or health-related setting.
- ✓ Knowledge of services available to promote the health and wellbeing of older people
- ✓ Understanding of Safeguarding, risk awareness and Health & Safety, however training will be given

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.

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