

Job Title	Home Energy and Retrofit Advisor
Reports To	Advice Manager
Job Location	Hybrid – flexible split between home working, office and occasional events.
Working hours	Between 22.5 and 37.5 hours a week. We are looking for the right candidate and we can be flexible within this range about hours/days worked.
Remuneration	Full time salary is £25,925 a year plus 5% employer pension contribution.
Introduction to the Role	<p>Green Rose provides advice, support and training for Lancashire residents and organisations on all matters related to making homes more sustainable, reducing their energy use and helping households to stay warm and well.</p> <p>Our services are delivered through a range of different channels: digitally, over the phone, in people’s homes, and from our Sustainability Hub in the centre of Lancaster.</p> <p>In partnership with the councils in Lancashire and their appointed managing agents we run two key advice services:</p> <ol style="list-style-type: none"> 1) The Cosy Homes Advice Team: this supports households on low incomes and who are vulnerable to the cold with useful advice on how to reduce their energy bills, stay warm and well, and access support services in their local area 2) Greener Homes in Lancashire: this supports middle to higher income homeowners and private landlords to improve their properties with insulation, clean heating, solar panels, electric vehicle charging, and a range of other green technologies <p>Our Home Energy and Retrofit Advisors are at the forefront of delivering these advice services. They provide personalised one-to-one advice over the phone and video call, via digital messaging, and at face-to-face events. The role requires flexibility in where and how work is delivered, including remote working and attending events or meetings at different locations as required.</p> <p>The most important element of the role is the ability and desire to meet and engage with people – to understand their issues and their priorities, to provide the help that they need and to make them feel positive about making their homes warmer and greener.</p> <p>An interest in home energy improvements and more generally in the environment and sustainability is important, but full technical training is</p>

	<p>provided. This includes accredited Level 3 qualifications in Energy Awareness and Retrofit Advice.</p> <p>Both of these programmes are in the process of expanding, and our advisors will be expected to actively support this growth. Advisors will be at the forefront of developing the range of services available, testing new approaches, and contributing ideas that help the organisation adapt, innovate, and respond to emerging opportunities.</p> <p>Green Rose is a small but dedicated organisation. Team members are expected to work flexibly, share tasks, and take a proactive approach to problem-solving. This may involve stepping outside of a role definition at times to support colleagues, organisational priorities, and the ongoing development of our services.</p>
Working Relationships	The role will involve a close working relationship with the Green Rose staff and directors, council officers, installers and frontline staff at partner agencies.
Essential skills, experience, and attributes	<ol style="list-style-type: none">1. Demonstrable skills and experience in providing high quality customer service2. The ability to work alone and also cooperatively as part of a team3. A flexible approach to work and a positive attitude towards getting involved in new projects and shifting priorities4. Excellent verbal communication and the ability to describe complicated topics in a way that members of the public can understand5. Good written communication and IT skills to provide follow-up information and the completion of administrative tasks6. Self-motivation and a willingness to learn about energy saving in homes, home retrofit and sustainability

To apply please send a CV and covering note to info@greenrose.org.uk by Monday 12th January 2026.

Shortlisted applicants will be invited to interview, with a view to appointing to the role to start as soon as possible.