

Job Description and Person Specification

Role	Energy Matters Advisor
Reports to	Managing Director
Direct reports	None
Job location	Based in Preston with periodic travel to Lancaster and some district-wide travel required. Flexible split between home working, office, home visits and occasional events.
Working hours	Ideally full time (37.5 hours a week). We are looking for the right candidate so it may be possible to be flexible about hours/days worked.
Remuneration	Full time salary is £25,925 a year plus 5% employer pension contribution. A cost-of-living increase will be applied in April 2026.

Job overview

Green Rose CIC 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.

Our services are delivered through a range of different channels: digitally, over the phone, in people's homes, and at community venues. We provide free home visits and advice calls to eligible households in, or at risk of, fuel poverty. We also work closely with local councils as part of the Cosy Homes in Lancashire consortium to help people access energy saving home improvements.

In partnership with North Lancashire Citizens Advice we are delivering the Energy Matters project. This provides in-depth advice, home energy support and education to the most vulnerable households. These households are supported with multiple home advice visits and extra help from both organisations to reduce their energy bills and stay warm and well. The service also provides a route into other advice and support services.

The existing Energy Matters project runs within Lancaster District and we are expanding into Preston in April 2026, in partnership with Preston Citizens Advice. The Preston-based Energy Matters Advisor will be at the forefront of delivering this new expanded service. You will be working with vulnerable households to offer energy advice, support and signposting to other agencies. This will include home visits, drop-ins and attending community events.

You will work with Green Rose colleagues and partner agencies to identify referrals to the service and manage a caseload of vulnerable individuals/households experiencing fuel poverty. Working closely with members of the community and local agencies, you will need to have excellent people skills, the ability to build a rapport with individuals, an understanding of working with vulnerable adults, and the ability to keep high standards of courtesy and professionalism.

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.

An interest in home energy improvements and more generally in the environment and sustainability is important, but full technical training will be provided. This includes an accredited Level 3 qualification in Energy Awareness.

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.

Direct Responsibilities

- Provide home energy advice and support to local households through home visits, follow up calls and ongoing support
- Provide community outreach through attending community events, running drop-ins and liaising with local organisations working with vulnerable service users
- Coordinate with the Energy Matters project team, especially the Community Engagement Lead, to ensure targets are met and reported on
- Offer a high quality of customer service and be a good representative for Green Rose CIC and the Energy Matters project

Primary Measurable Objectives

- Number of eligible households supported
- The value of advice and support given
- Number of community events attended and referral partners engaged
- Customer and partner satisfaction with the service

Working Relationships

The role will involve a close working relationship with:

- Blackpool Council staff (in their role of coordinating the Cosy Homes in Lancashire service)
- Rhea Projects staff (as the employer and fleet operator)
- Green Rose staff and directors
- Council officers and other frontline staff at partner agencies

The role will involve a close working relationship with the Green Rose staff and directors our partners at Citizens Advice, council officers, and relevant public and voluntary sector agencies.

Essential skills, experience, and attributes

1. Commitment to helping vulnerable households and the local community
2. Demonstrable experience providing high quality customer service
3. Strong capacity to work cooperatively as part of a small team and to work on own initiative without day-to-day supervision
4. Excellent communication skills to advise and educate local residents and work in partnership with community organisations
5. Good written communication and IT skills to provide monitoring data and complete administrative tasks
6. Practical ability to demonstrate and fit small energy saving measures such as radiator foils.
7. Willingness to learn about energy saving and retrofit in homes
8. Strong organisational skills to plan and deliver drop-in sessions and community outreach events in co-operation with our Community Engagement Lead. The ability to organise your diary and work flexibly to fulfil commitments.
9. Ability to travel independently in Preston and Lancaster Districts.

Desirable skills, experience, and attributes

1. Experience of providing advice and support services
2. Experience of lone working or working with vulnerable individuals
3. Experience working in the home energy, or home improvement sector
4. Experience of working in or with local authorities, housing associations, community groups or other organisations supporting low income and vulnerable households

Qualifications and Training

1. City & Guilds Level 3 in Energy Awareness
2. Appropriate lone worker, health & safety and safeguarding training and qualifications
3. This role is subject to a successful DBS check