

Green Rose Job Description

Date Created: June 2026



Job Title	Energy Matters Advisor – Wyre District
Reports To	Managing Director
Job Location	Based in the Wyre council area with periodic travel to Lancaster and some Lancashire-wide travel required. Flexible split between home working, office, home visits and occasional events.
Working hours	Between 22.5 and 30 hours per week
Remuneration	Remuneration Full time salary of £26,754.60, pro rata'd according to hours worked
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 office in the centre of Lancaster.</p> <p>We provide free home visits and advice telephone calls to eligible households in, or at risk of, fuel poverty. We also provide a free phone advice service in conjunction with Cosy Homes in Lancashire to help people access energy saving home improvements.</p> <p>In partnership with North Lancashire Citizens Advice and Preston Citizen's Advice, we deliver the Energy Matters Project. This brings together advice, home energy support and education to the most vulnerable households in the Lancaster District. These households are supported with multiple in-depth 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.</p> <p>The existing Energy Matters project is expanding into the Wyre area in partnership with Wyre Council's Crisis and Resilience fund. The Wyre-based Energy Matters Advisor will be at the forefront of delivering this new expanded project in the Wyre area. You will be working with vulnerable households to offer energy advice, support and sign posting. 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</p>

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	<p>rapport with individuals, an understanding of working with vulnerable adults, and the ability to keep high standards of courtesy and professionalism</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.</p> <p>An interest in home energy improvements and more generally in the environment and sustainability is important, but full technical training is provided. This includes accredited Level 3 qualifications in Energy Awareness and Retrofit Advice.</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	<p>The role will involve a close working relationship with the Green Rose staff and directors our partners at Wyre Council, Citizens Advice, and relevant public and voluntary sector agencies.</p>
Main Tasks and Requirements	<ul style="list-style-type: none">• 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.• Undertake necessary training which will include in house Energy Champions training and a City and Guilds Level 3 in Energy Awareness (6281-01), a nationally recognised qualification for energy advisors. This role is subject to a successful DBS check.
Essential skills, experience, and attributes	<ol style="list-style-type: none">1. Commitment to helping vulnerable households and the local community2. Demonstrable experience providing high quality customer service3. Strong capacity to work cooperatively as part of a small team and to work on own initiative without day-to-day supervision

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	<ol style="list-style-type: none">4. Excellent communication skills to advise and educate local residents and work in partnership with community organisations5. Good written communication and IT skills to provide monitoring data and complete administrative tasks6. Practical ability to demonstrate and fit small energy saving measures such as radiator foils.7. Willingness to learn about energy saving and retrofit in homes8. Strong organisational skills to plan and deliver drop-in sessions and community outreach events in co-operation with the Community Engagement Lead and work flexibly to fulfil commitments.9. Ability to travel independently in Wyre and the Lancaster District.
Desirable skills, experience, and attributes	<ol style="list-style-type: none">1. Experience of providing advice and support services2. Experience of lone working or working with vulnerable individuals3. Experience working in the home energy, or home improvement sector4. Experience of working in or with local authorities, housing associations, community groups or other organisations supporting low income and vulnerable households5. Ability to communicate in one or more community languages

To apply please send a CV and covering note to georgina@greenrose.org.uk by 30th June 2026.

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

Green Rose welcomes applicants from historically marginalised communities, those returning to work after caring responsibilities, and those with lived experience of fuel poverty.