

## **Energy Mentor**

### **JOB DESCRIPTION & PERSON SPECIFICATION**

**Job Title:** Energy Mentors x4 roles

**Department:** Education & Employability

**Responsible to:** Education & Employability Lead

**Salary:** £24,000 – £27,000

**Place of work:** IMO HQ

**Contract** – Fixed term 30<sup>th</sup> September 2027

**Hours of work:** 37.5 hours per week – May occasionally include evening and weekend

**Annual Leave:** 25 days plus 8 bank holidays and pension

### **Purpose of post**

We're looking for compassionate, practical people to mentor households out of fuel poverty improving comfort, health and financial resilience. As a mentor, you will inspire positive change in customers' lives by empowering individuals to find the right pathway, providing bespoke advice and tailored interventions, and building professional relationships with energy suppliers and other stakeholders to create sustainable, lasting change. Someone who can explore innovative ways to engage customers, identify challenges, and co-design informed solutions and using technology and key software packages to track progress and measure impact.

### **Duties and Responsibilities**

- Creating positive relationships with customers to inspire positive change and a successful mentoring relationship.
- Supporting, guiding and mentoring an allocated group of customers.
- Supporting the individual's behaviour change, engaging, encouraging, and motivating the individual to create personal goal-setting plans, and providing support, guidance and advocacy throughout their journey.
- Mentoring and advising customers in a variety of related areas, tailoring appropriate interventions based on the customer's needs and ambitions around their individual plan.
- Providing a professional and excellent standard of service to support customers in achieving their desired outcomes and inspire positive change.
- Developing an understanding of how this work supports the wider system, building positive relationships and communicating effectively with internal and external partners.
- Contributing as part of the team, ensuring smooth operation of the service to achieve performance targets and promoting the value of inspiring positive change with key stakeholder groups.
- Supporting the sustainability and growth of the business by providing operational assistance and sharing your specialist expertise and insights.

- Accurately maintaining all associated administrative paperwork and electronic records.

### Personal Specifications

<b>Qualifications</b>	<b>Essential/ Desirable Criteria</b>
Level 3 Energy Awareness (NEA/City & Guilds Energy Awareness 6281)	Essential
Knowledge and understanding of local area and services	Desirable
<b>Experience</b>	
Experience working in a mentoring role	Essential
Experience of case management	Essential
<b>Skills/Attributes</b>	
Excellent written and verbal communication.	Essential
Enthusiasm and passion.	Essential
Ability to find innovative ways to collaborate with customers to identify and find informed solutions to the challenges faced by them.	Essential
Effective interpersonal and relationship building skills, collaborating with people from a range of backgrounds including those with protected characteristics.	Essential
Effective in the use of technology, relevant systems, and key software packages.	Essential
Ability to use initiative and judgement to resolve problems.	Essential
Ability to plan or schedule work to respond to changing pressures or requirements.	Essential
Demonstrate personal resilience and be able to deal with demanding situations.	Essential

**Additional Requirements:**

**Work remotely:** Yes, as this job will require you to deliver in community settings across Blackburn with Darwen and East Lancashire, but will require some office presence.

**To Apply:**

Please send your CV and a cover letter to [hr@imocharity.org](mailto:hr@imocharity.org) by the **10<sup>th</sup> of October 2025**.

Your CV should include the names and contact details of two referees. It should also include your notice required from an existing employer.

You **MUST** read the above document before applying as this contains the person specification. Your covering note should specifically address the qualities and attributes, which are outlined in the Person Specification and linked to the duties and key responsibilities.

Please limit your CV to two sides of A4. Your cover note should also be limited to two sides of A4.

For an informal discussion, please call **Salma Kathrada** on **01254 781310**