

Energy Advisor Team Lead

JOB DESCRIPTION & PERSON SPECIFICATION

Job Title: Energy Advisor Team Lead

Department: Education & Employability

Responsible to: CEO

Place of work: IMO HQ

Salary: £27,000 - £30,000

Hours of work: 37.5 Hours per week - Flexible working

Annual Leave: 25 days plus 8 bank holidays and pension

Purpose of post

To grow our Energy Advice Team in the East Lancashire and enrol a team leader to mentor, support and manage a team delivering practical energy advice and advocacy for households. The postholder will provide day-to-day leadership, ensure quality and safeguarding standards, and build strong partnerships that keep referrals flowing and outcomes high.

Duties & Responsibilities

- Recruit, onboard and mentor, run 1:1s, set outcomes, manage caseload balance, leave, celebrate success and deliver performance targets.
- Gather insights from customers and partners.
- Maintain relationships, support outreach, drive referral volume/quality and conversion to outcomes
- Own CRM data, MI dashboards and case audits, and hit KPIs.
- Model safe practice, complete dynamic risk assessments, escalate concerns and record accurately
- Ensure high-quality, independent energy advice with community delivery supported by phone/video follow-up.
- Working with external stakeholders to understand and investigate feedback.
- Leading, motivating and developing colleagues to enable them to provide high-quality services and sustain a positive culture.
- Drive continuous improvement using data analytics, customer feedback and best practices.
- Ensuring robust governance of their team's activities, including risk management and quality assurance.
- Understanding key financial drivers for your team and ensuring budget parameters are kept.
- Ensuring key performance indicators, whether externally mandated or internally generated, are monitored and achieved.
- The creation of positive relationships internally and externally, with emphasis on identifying and connecting all stakeholders in any situation.

Personal Specifications

Qualifications	Essential/ Desirable Criteria
Level 3 Energy Awareness (NEA/City & Guilds Energy Awareness 6281)	Essential
Leadership and Management Level 5	Desirable
Experience	
Proven people management.	Essential
Experience in using software's to manage cases	Desirable
Track record of developing and maintaining internal/external stakeholder relationships	Essential
Skills/Attributes	
Confident and effective leader.	Essential
Ability to inspire, coach, and motivate others.	Essential
A creative thinker, identifying improvements and creating solutions.	Essential
Excellent written and verbal communication skills.	Essential
Strong interpersonal skills.	Essential
Proficiency in Office 365.	Essential

Additional Requirements:

Work remotely: Yes, as this job will require you to deliver in community settings, but will require office presence.

To Apply:

Please send your CV and a cover letter to hr@imocharity.org by the **10th 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**

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