Work for LANCASHIRE WOMEN

Registered Charity: 1100976

Job Title:
Handywoman/Energy Advisor

Closing Date:
Friday 20th November



Who We Are

Lancashire Women are a leading charity with the core vision of creating a Lancashire where all women are valued and treated as equals.

With over four decades of experience, Lancashire Women work from our mainly women centres to provide safe, dedicated space for women across the county. We bring together a number of services under one roof- all designed to support women who at any one time may be dealing with a range of issues including: social isolation and exclusion, homelessness, poverty, mental ill-health, or offending behaviour.

Our services are available to all women, but in particular we work with those who find themselves in situations which can increase their vulnerability or place them at significant risk of harm - and who are often facing multiple and complex needs.

Our Values

We believe our values need to be translated from the ideals we profess into tangible behaviours which can be operationalised and measured. This way, our teams know and understand how best we can achieve the outcomes and change for the women we work with. Our commitment is to ensure everyone in LW knows and understand the part they have to play and how they can bring our values into their work.

Empower

We work to build on the strengths that all women & girls have, so that they can become more confident; especially in controlling their own life and claiming their rights.

Non-judgemental

We accept each woman exactly as they are and genuinely make no moral judgement about their situation.

Collaborative

We try to be real with all the women & girls we work with so they can have choices about their lives, knowing that they will need courage to make changes that will benefit them and those around them.

Creative

We know we learn more and can achieve more when we work together.

Honest

Creative in our approach to supporting women & girls and seeking solutions with them for the challenges.

About This Role

Job Title: Handywoman/ Energy Advisor

Reporting to: Team Lead

Salary: SP23 £26,500 - SP25 £27,779 per annum
(subject to experience & completing probation)

Hours: Up to 37 per week

Location: Central or North Lancashire

Contract: September 2028, subject to further funding

Overview

We are growing our Energy Advice and Handywomen service and are looking for practical, compassionate people who want work that makes a visible difference.

This is not a desk-based energy-advice role. Most of your work will involve visiting people in their homes across Lancashire. You will provide practical energy-saving advice, fit approved small measures, complete agreed minor household repairs and help people make their homes warmer, safer and more affordable to run.

The people we support may be experiencing fuel poverty, poor housing, ill health, trauma, caring responsibilities or financial pressure. You will need to combine good practical skills with patience, clear communication and a respectful, non-judgemental approach.

Roles & Responsibilities

What you could be doing:

- Visiting people in their homes to understand their property, energy use and priorities.
- Providing practical, jargon-free energy-saving advice.
- Installing approved measures such as LED bulbs, radiator foil, draught proofing and other small energy-saving items.
- Completing agreed minor repairs within the service scope and your competence.
- Helping clients understand heating controls, household energy use and available support.
- Recognising concerns such as damp, mould, unsafe housing, hoarding or safeguarding issues and following the correct referral route.
- Keeping accurate records of visits, work completed, referrals and outcomes.
- Taking part in occasional community events, workshops or outreach activities.
- Supporting our SHECANFIX offer as a chargeable service, helping to grow Lancashire Women's wider practical home-support offer.

We would like to hear from you if you:

- Have exceptional DIY skills, a trade background, or strong hands-on experience in repairs, maintenance or practical home improvements.
- Enjoy solving problems and know when a task needs a qualified contractor.
- Are comfortable travelling across Lancashire and working independently in people's homes.
- Can help people feel safe, respected and in control while you are working in their home.
- Can use digital systems and keep clear, accurate records.
- Have a full UK driving licence and access to a vehicle insured for business use.
- Already hold the NEA Energy Awareness qualification, or are willing and able to complete the required course and competency sign-off before independently delivering energy advice.
- Share Lancashire Women's values and trauma-informed approach.
- Are interested in helping SHECANFIX grow as a quality chargeable service that also strengthens Lancashire Women's wider offer.

What we provide:

- Tools and agreed equipment for the role.
- Training and support, including the required NEA Energy Awareness course where needed.
- Structured induction, shadowing and competency development.
- Support from an experienced Advice Team Lead and Senior Handywoman/Mentor.
- Agreed business mileage and travel expenses in line with organisational policy.
- The opportunity to build a career in a growing, purpose-led service.

Additional Employment Requirements:

- Enhanced DBS check appropriate to the role.
- Regular travel across Lancashire, including journeys between clients' homes, Lancashire Women centres and community venues.
- Use of a vehicle with appropriate business insurance where required for work travel.
- Ability and willingness to transport agreed tools, equipment and small energy-saving measures safely.
- Occasional evening or weekend work for agreed outreach, events or workshops.
- Compliance with lone-working, safeguarding, health and safety, data protection and information-security procedures.

Person Specification

In the supporting evidence of your application form, you must demonstrate your experiences by giving specific examples for the criteria within the person specification.

Qualifications		
1.1	Full UK driving licence and access to a vehicle insured for business use.	Essential
1.2	Willingness and ability to travel throughout Lancashire and undertake regular home visits as the primary method of service delivery.	Essential
1.3	NEA Energy Awareness qualification, or willingness and ability to complete the required NEA Energy Awareness course within the agreed organisational timescale. The qualification and internal competency sign-off must be achieved before independently delivering energy advice.	Essential
1.4	Willingness to complete mandatory training including safeguarding, lone working, trauma-informed practice, health and safety, GDPR and any role-specific practical training.	Essential
1.5	Relevant trade, property maintenance, construction, advice, housing or community-work qualification.	Desirable

Past Duties		
2.1	Exceptional DIY skills, a relevant trade background, or significant practical experience of household repairs, installations, property maintenance or similar hands-on work.	Desirable
2.2	Experience of working independently, organising appointments and managing workload effectively.	Essential
2.3	Experience of working directly with members of the public or service users in a respectful and professional manner.	Essential
2.4	Experience of accurate record keeping and using email, mobile devices, Microsoft 365 or CRM systems.	Essential
2.5	Experience of undertaking home visits or working in clients' homes.	Desirable
2.6	Experience or confidence to support a chargeable repairs, maintenance or home-improvement offer, including understanding the importance of quality, customer service and value for money.	Desirable
2.7	Experience supporting people experiencing financial hardship, trauma, poor housing, ill health, isolation or other barriers	Desirable
2.8	Experience of energy advice, fuel poverty, housing support, retrofit awareness or safeguarding.	Desirable
Practical Skills		
3.1	Confidence using basic hand and battery-operated tools safely and completing work to an appropriate standard.	Essential
3.2	Ability to assess a practical task, identify safe solutions and recognise when work is outside the role, personal competence or insurance and must be referred onward.	Essential
3.3	Basic knowledge of property maintenance and common household issues.	Essential
Advice & Communications		
4.1	Strong listening and communication skills, with the ability to explain practical and energy information clearly and without jargon.	Essential
4.2	Ability to build trust while maintaining consent, choice, dignity, confidentiality and professional boundaries in someone's home.	Essential
Safety & safeguarding		
5.1	Ability to work safely and confidently in lone-working situations and follow risk assessment and check-in/check-out procedures.	Essential
5.2	Understanding of safeguarding responsibilities and ability to identify, record and escalate concerns appropriately.	Essential
5.3	Ability to recognise property and household risks, including damp, mould, condensation, hoarding, fire risks and unsafe housing conditions, and refer appropriately.	Desirable
Organisation & Data		
6.5	Good organisation, time management and attention to detail.	Essential
6.6	Ability to maintain timely and accurate records of visits, advice, measures installed, repairs, risks, referrals and outcomes.	Essential

Knowledge		
7.1	Understanding of fuel poverty, energy efficiency, common energy-saving measures, heating controls, retrofit or relevant support schemes.	Essential
Personal Attributes		
8.1	Practical, calm, approachable, reliable, respectful and non-judgemental.	Essential
8.2	Able to work independently and collaboratively, respond flexibly to changing priorities and ask for support when needed.	Essential
Values		
9.3	Commitment to Lancashire Women's values, trauma-informed practice, equality, diversity and inclusion.	Essential

Ever Thought About Working For Lancashire Women?

Not sure whether this role is for you?
Come and talk to our team at one of our Recruitment Mornings. You can meet the people delivering the service, hear what the role is really like, ask questions about the practical work and training, and find out about the current opportunities available at Lancashire Women.

You do not need to know everything about energy advice before applying. We are looking for practical ability, strong values, a willingness to learn and the confidence to work respectfully in people's homes.

Come and talk to our team at our Recruitment Morning!

Friday 13th November - 9AM - 12.30PM, Blackpool

This job description is not intended to be exhaustive. The post-holder will be expected to adopt a flexible attitude to the duties which may have to be varied (after discussion with the post holder) subject to the needs of the service, and in keeping with the general profile of the post. Exempt under the Equality Act 2010, Schedule 9, and Part 1. Section 7(2) e of the Sex Discrimination Act 1975. This role is open to female candidates only.

A day in the life

No two days are ever the same for our Handywomen. Every visit combines practical energy saving measures with personalised advice and wider support, helping people feel warmer, safer and more confident in their homes.

8:30am- Office catch-up and preparation
The day starts at the office with a team catch-up. We review the day's appointments, prepare the van with the equipment and energy-saving items needed, and remind clients about their scheduled visits.

9:30am - First home energy visit
Our first visit is to a 74-year-old woman living with disabilities who is struggling with her energy bills. We review her energy use and discuss her supplier and the support available.
We turn down the boiler temperature, adjust the thermostatic radiator valves, fit radiator foil behind four radiators and install two draught excluders. As she owns her home and her boiler has not recently been checked, we complete a referral for a free boiler check. She spends most of her time in the living room, so we leave her with a heated throw and advice on using heat safely and efficiently.

11:30am- Second home energy visit
The next visit is with a 27-year-old single mum of three who has recently separated and is managing a home independently for the first time. We look through her energy bills and discuss practical ways to save energy. We fit LED bulbs, radiator foil and draught excluders throughout the home. We notice damp in an upstairs bedroom and provide advice about ventilation, condensation and cleaning mould safely, as well as encouraging her to report the issue to her landlord. To support the family, we leave an air fryer and an oil-filled radiator. We also find that her meter is in emergency credit and that she is not due another payment for three weeks, after her previous payment was used towards the deposit and set-up costs for her new home. We provide fuel vouchers and arrange an appointment with a Money Advisor for wider financial support.

1:00pm - Admin and lunch
We return to the office to complete case notes, update records, input monitoring information and process the referrals made during the morning. Once the administration is up to date, we have lunch before the final visit.

2:00pm - Final visit
Despite the appointment being confirmed, no one answers when we arrive. We knock and try to telephone the client but receive no response. We leave a budgeting information pack through the door, asking the client to contact us if they still need support.

2:30pm - Back to the office
We record the missed appointment and finish the day's administration, including updating case notes, reading and responding to emails, processing referrals and updating the calendar.

3:30pm - Continuous learning and community support
The final part of the afternoon is used to complete mandatory training and keep knowledge and professional practice up to date. A person also drops into the hub, so we take time to welcome them, provide information about the coffee morning and explain how they can access further support.

4:30pm - Home time
The day ends knowing that practical measures, fuel support, financial referrals, useful information and a listening ear have made a real difference. Every day is different, but the purpose remains the same: helping people stay warm, reduce their energy costs and feel supported in their homes and communities

Employee benefits include:

- A chance to work in a rewarding, ethical and agile environment where every day you are making a genuine difference to the lives of women and girls across Lancashire.
- Employer Pension Scheme.
- Wellbeing support.
- Access to range of support services such as money advice etc.
- Flexible working/work life balance.
- Access to a healthcare plan.
- Birthday day off every year.
- Childcare vouchers/ salary sacrifice.
- An opportunity to work in an Organisation where you are truly valued and integral to our every day operations.
- Be involved in an organisation which puts service users and co design at the centre of all we do.

What our team think:

- *'I began to volunteer and immediately felt at home. I changed my study plans and applied for the role.'*
- *'I joined as a volunteer which opened the opportunity for a paid role. I wanted to be part of the support LW offers to make the difference in society, and have not looked back. LW offers great flexibility and home work life balance.'*
- *'I had heard about LW so many times and not once was there a negative comment. This prompted me to see what they were about and i must say i am not disappointed.'*
- *'Team work is the core. We are supportive of each other, pro-active and work well together'*

Apply now!

https://lancashirewomen.org/about-us/careers

To apply, please complete our application form -

Recruitment – Application Form.

Got a question about this role?

Please email us at: recruitment@lancashirewomen.org

Closing Date: 20/11/2026

Interview Date: TBC

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Help make a difference to the lives of women across Lancashire.