Work for LANCASHIRE WOMEN

Registered Charity: 1100976

Job Title:
Senior Tradeswoman/Mentor

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: Senior Tradeswoman/ Mentor

Reporting to: Senior Programme Manager

Salary: SP27 £29,629 - SP28 £30,608 per annum, pro rata

Hours: 22.5 hours per week

Location: Central or North Lancashire

Contract: September 2028, subject to further funding

Overview

The Senior Tradeswoman / Mentor provides technical and day-to-day operational leadership for Lancashire Women's Tradeswomen and energy home-visit delivery. The postholder combines hands-on practical work with mentoring, safe work allocation, quality assurance and workforce development.

The role reports directly to the Senior Programme Manager - Advice Team and directly line manages the Energy Advice / Tradeswoman Apprentice. It provides practical and technical guidance to Tradeswomen / Energy Advisors, while formal line management, supervision, appraisal, attendance and performance processes for other frontline advice staff remain with the Advice Team Lead.

The postholder will help ensure home visits, practical interventions and agreed chargeable work are safe, trauma-informed, consistently delivered and completed within organisational, insurance and competence boundaries, building on the previously developed chargeable SHECANFIX endeavour.

Roles & Responsibilities

Operational and technical leadership:

- Coordinate day-to-day practical delivery and home-visit activity in partnership Safety, quality and safeguarding
- Support pre-visit checks, risk assessment, lone-working arrangements and decisions about joint visits or postponement.
- Ensure correct use, inspection, storage and reporting of tools, PPE, vehicles, stock and energy-saving measures.
- Respond appropriately to concerns including damp, mould, unsafe housing, hoarding, fire risk, domestic abuse or safeguarding, following agreed escalation procedures.
- Monitor quality of practical work and take prompt action where work needs correction, further checking or specialist referral.

- Support accident, near-miss, defect and complaint reporting and contribute to learning from incidents.
- Promote consent, choice, dignity, confidentiality and professional boundaries in every home or community setting.

Apprentice line management and mentoring:

- Provide formal line management, induction, day-to-day supervision, wellbeing support and workplace mentoring to the Energy Advice / Tradeswoman Apprentice.
- Create structured work plans, shadowing opportunities and progressive practical learning activities aligned with the apprenticeship programme.
- Work with the apprenticeship provider and Senior Programme Manager to monitor attendance, learning, conduct, reviews, evidence and progress.
- Assess and record workplace competence and ensure the apprentice is not allocated unsupervised duties before training, observation and sign-off.
- Support completion of the required NEA Energy Awareness qualification and relevant practical, retrofit, health and safety or assessment learning.
- Provide timely feedback, address concerns appropriately and maintain a clear record of development and competency decisions.

Mentoring and workforce development

- Provide day-to-day practical mentoring and problem-solving support to Tradeswomen / Energy Advisors without duplicating the Advice Team Lead's formal people-management responsibilities.
- Support practical inductions, shadowing, refresher activity and observed practice for staff and volunteers.
- Promote a learning culture where staff ask for support, work within competence and share safe practice.
- Identify technical training needs and raise them with the Advice Team Lead and Senior Programme Manager.
- Contribute to practical resources, procedures, checklists, toolbox talks and continuous service improvement.

Operational and technical leadership

- Coordinate day-to-day practical delivery and home-visit activity in partnership with the Advice Team Lead, Project Support & Administration Lead and Senior Programme Manager.
- Provide technical guidance before, during and after visits, including safe methods, suitable materials, role boundaries and escalation routes.
- Allocate or recommend work according to client need, risk, staff competence, location, capacity and the level of supervision required.
- Lead practical quality checks on energy-saving measures, approved minor repairs, tools, materials and completed work.
- Ensure staff do not undertake gas, electrical, structural, major repair or other work outside their competence, authorisation, insurance or agreed service scope.
- Complete hands-on home visits, practical installations and agreed repair work as required to maintain service delivery and model high standards.
- Support consistent energy assessments, practical demonstrations, minor repairs and trauma-informed client communication.
- Contribute practical knowledge to quotes, estimates, work plans and the continued development of SHECANFIX as a previously established chargeable endeavour, alongside other agreed service offers.

Safety, quality and safeguarding

- Support pre-visit checks, risk assessment, lone-working arrangements and decisions about joint visits or postponement.
- Ensure correct use, inspection, storage and reporting of tools, PPE, vehicles, stock and energy-saving measures.
- Respond appropriately to concerns including damp, mould, unsafe housing, hoarding, fire risk, domestic abuse or safeguarding, following agreed escalation procedures.
- Monitor quality of practical work and take prompt action where work needs correction, further checking or specialist referral.
- Support accident, near-miss, defect and complaint reporting and contribute to learning from incidents.
- Promote consent, choice, dignity, confidentiality and professional boundaries in every home or community setting.

Data, partnerships and service development

- Maintain accurate and timely records of visits, work completed, measures installed, risks, referrals, outcomes, stock and competency activity.
- Work closely with Money Advisors, Energy Advisors and wider Lancashire Women services so clients receive coordinated support.
- Contribute to case studies, workshops, outreach, monitoring evidence and learning required by funders.
- Support relationships with trusted contractors, training providers, retrofit schemes, councils, housing providers and community partners.
- Contribute to development of the wider Tradeswomen workforce, Approved Tradeswomen Network and sustainable service opportunities where agreed.
- Represent Lancashire Women professionally and uphold organisational values and policies.

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	Relevant trade, construction, property maintenance, teaching, assessing, mentoring, retrofit or health and safety qualification.	Desirable
Practical Experience		
2.1	Substantial practical experience in property maintenance, DIY, repairs, installations or a relevant trade.	Essential
2.2	Confidence using hand and battery-operated tools safely and completing work to a consistently high standard.	Essential
2.3	Ability to assess a task, select a safe approach and recognise when specialist or qualified work is required.	Essential

2.4	Experience supporting quotes, estimates, work plans or a chargeable repairs and maintenance service.	Desirable
Home Visiting		
3.1	Experience of working independently in clients' homes, community settings or occupied properties.	Essential
3.2	Ability to work respectfully with people who may have experienced trauma, hardship, ill health, unsafe housing or social isolation.	Essential
Leadership & Mentoring		
4.1	Experience mentoring, teaching, training, supervising or developing others in practical skills.	Essential
4.2	Ability to give clear instruction and constructive feedback and assess whether someone is safe and competent to undertake an agreed task	Essential
4.3	Experience line managing an apprentice, trainee, volunteer or employee.	Desirable
Apprenticeships		
5	Understanding of workplace learning, evidence, reviews, off-the-job training or apprenticeship-provider relationships.	Desirable
Safety & Quality		
6.1	Strong understanding of health and safety, PPE, risk assessment, lone working and safe use of tools and materials.	Essential
6.2	Understanding of safeguarding, professional boundaries, confidentiality and appropriate escalation.	Essential
6.3	Ability to complete practical quality checks and address unsafe, incomplete or below-standard work appropriately.	Essential
Energy & Housing		
7.1	Knowledge of household energy efficiency, fuel poverty, energy-saving measures, damp, mould, condensation and common housing risks.	Desirable
7.2	Awareness of retrofit principles, EPCs, relevant schemes or referral pathways	Desirable
Communication		
8	Strong listening, written and verbal communication skills, including the ability to explain practical and technical information clearly.	Essential
Organisation & Data		
9	Ability to coordinate work, prioritise risk, maintain accurate records and use Microsoft 365, mobile devices and CRM systems.	Essential
Personal Attrributes		
10	Calm, practical, dependable, fair, patient, solution-focused and confident making safe decisions.	Essential
Values		
11	Commitment to trauma-informed practice, equality, diversity, inclusion and Lancashire Women's values.	Essential

Additional Employment Requirements

- Enhanced DBS check appropriate to the role.
- Regular travel across Lancashire and work in clients' homes, community venues and agreed commercial settings.
- Use of a vehicle with appropriate business insurance where required for work travel.
- Ability to transport and safely handle agreed tools, stock, PPE and small energy-saving measures.
- Completion and maintenance of mandatory safeguarding, GDPR, lone-working, health and safety, trauma-informed and role-specific training.
- Occasional evening or weekend work for agreed outreach, workshops, training or service activity.
- Work within organisational policies, insurance, competence, qualification and authorisation boundaries.

Ever Thought About Working For Lancashire Women?

Are you an experienced, practical tradeswoman or maintenance professional who enjoys helping other people grow?

We are looking for a Senior Tradeswoman / Mentor to provide technical and day-to-day operational leadership for our home-visiting Tradeswomen and Energy Advice service. You will combine hands-on practical work with mentoring, quality assurance, safe work allocation and direct line management of our new Energy Advice / Tradeswoman Apprentice.

This is a practical leadership role, not a desk-based management post. You will work in people's homes, support colleagues with technical questions, model high standards and help the apprentice build confidence and competence safely.

Come to one of our Recruitment Mornings to meet the team, hear how the Senior Tradeswoman / Mentor role will work in practice, ask about the apprentice, home visits, qualifications and progression, and find out whether your skills could be the right fit for Lancashire Women.

You do not need to have worked in the charity sector before. We are looking for strong practical competence, safe judgement, the ability to help others learn and a respectful approach to working in people's homes.

Come and talk to our team at our Recruitment Morning!

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

What you could be doing

- Completing and coordinating practical home visits across Lancashire.
- Providing technical guidance to Tradeswomen / Energy Advisors before, during and after visits.
- Line managing and mentoring the Energy Advice / Tradeswoman Apprentice.
- Creating structured shadowing, learning and practical-development opportunities.
- Checking the quality and safety of energy-saving measures and approved minor repairs.
- Helping staff recognise work that is outside their competence or needs a qualified contractor.
- Overseeing tools, PPE, stock, van use and practical safety processes.
- Supporting energy-efficiency and retrofit awareness, referrals and wider service development.
- Contributing to SHECANFIX as a previously established chargeable endeavour, including agreed repairs, maintenance and practical service opportunities.
- Working with the Advice Team Lead and Senior Programme Manager to keep delivery safe, consistent and person-centred.

We would like to hear from you if you

- Have strong practical maintenance, DIY or trade-based skills and consistently high standards of workmanship.
- Have experience teaching, mentoring, supervising or developing others.
- Can make safe decisions, assess competence and give clear, constructive feedback.
- Are confident travelling across Lancashire and working in people's homes.
- Can combine professional boundaries and safety with a warm, trauma-informed approach.
- Have a full UK driving licence and access to a vehicle insured for business use.
- Hold the required Energy Awareness qualification, or are willing and able to achieve it before independently delivering energy advice.
- Are organised, comfortable using digital systems and able to keep accurate records.
- Share Lancashire Women's values and want to help women build practical and green skills.

What we provide

- Tools, agreed equipment and PPE for the role.
- Training and development, including energy-awareness and retrofit learning where required.
- Support from the Senior Programme Manager and partnership working with the Advice Team Lead.
- The opportunity to shape apprentice development and the future Tradeswomen workforce.
- Agreed business mileage and travel expenses in line with organisational policy.
- Meaningful work that combines practical skill, leadership and visible impact.

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 a Senior Tradeswoman / Mentor. This is a practical leadership role combining home visits, safe work allocation, quality assurance, apprentice line management and technical support for the wider Tradeswomen and Energy Advice service.

8:30am - Team catch-up and safe work planning
The day begins with the Energy and Tradeswomen team. Planned visits, client needs, travel, tools, stock and any safeguarding or property concerns are reviewed. Check that work is allocated according to competence, risk and supervision needs, Confirm lone-working or joint-visit arrangements, Identify tasks that fall outside the service scope or require a qualified contractor.

9:00am -Apprentice plan and practical briefing
The Senior Tradeswoman / Mentor reviews the apprentice's training plan and agrees the skills to be practised, observed or evidenced during the day. Demonstrate safe methods and correct use of tools and PPE, Set clear boundaries about which tasks may be attempted, Explain what evidence and reflection will be recorded for the apprenticeship.

9:30am - Joint home visit and mentoring
The first visit is completed jointly with the apprentice. The Senior Tradeswoman leads the client conversation, checks consent and risk, and models a calm, trauma-informed approach. Complete an energy and practical assessment, Demonstrate approved energy-saving measures or minor repairs, Observe the apprentice completing agreed low-risk tasks, Provide immediate feedback and stop or redirect work if it is unsafe or outside competence.

11:30am - Technical home visit or quality check
The next visit may involve a more complex practical issue, follow-up check or agreed repair. The Senior Tradeswoman assesses the task, materials, feasibility and whether specialist work is needed. Complete hands-on work within the agreed service and insurance boundaries, Check the quality and safety of completed measures or repairs, Record referrals for damp, mould, unsafe housing, fire risk or other concerns where needed.

12:30pm - Lunch and travel
After safely storing tools and materials, there is time for lunch and travel back to the centre or the next work location.

1:00pm - Apprentice feedback and competency recording
The morning's learning is reviewed with the apprentice. Feedback is constructive, evidence-based and linked to the agreed training plan. Record observed practice, progress and next steps, Update competency decisions and supervision requirements, Prepare information for tutor or training-provider reviews where required.

2:00pm - Tools, stock and practical quality assurance
The Senior Tradeswoman checks tools, PPE, stock, vehicle arrangements and energy-saving measures, reporting defects or shortages and ensuring safe storage. Review practical records and completed-work evidence, Follow up corrective work or technical questions from colleagues, Contribute to checklists, toolbox talks and safer working procedures.

3:00pm - Technical support and service development
Time is used to support Tradeswomen and Energy Advisors with technical questions, practical planning and safe escalation. This may also include quotations, estimates, work plans or agreed SHECANFIX development activity. The role provides technical mentoring without duplicating the Advice Team Lead's formal line management of other frontline staff.

4:00pm - CRM, referrals and next-day preparation
Visit activity, installations, risks, outcomes, referrals, apprentice learning and stock use are recorded accurately. The following day's visits are checked so that staff, resources and supervision are ready.

4:30pm - Home time
The day ends knowing that clients have received safe, high-quality practical support and that the apprentice and wider team have been helped to develop their skills confidently and responsibly.

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

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.

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