

Position	Energy Advisor Team Lead
Location	Birmingham City Centre Office based
Salary	£31,124 - £33,029 per annum
Hours	37.5 Hours per week Monday to Friday 9-5
Other Benefits	• 25 days holiday per annum, plus bank holidays • Workplace Pension Scheme • Critical Illness Cover • Staff Away Day • Staff EAP Programme • Training Opportunities

About Us

Act on Energy is a leading energy-advice charity working across Worcestershire, Warwickshire and the wider West Midlands. Although energy is in our name, people are at the heart of our organisation. Our vision is to eliminate fuel poverty and reduce carbon emissions, creating positive outcomes for people and the planet.

We work collaboratively with local authorities, community organisations, partners and households to tackle fuel poverty, improve energy efficiency and support the transition to net zero. By joining Act on Energy, you will become part of a dedicated and ambitious organisation committed to delivering meaningful change across the communities we serve.

The Role

The Energy Advisor Team Lead provides day-to-day leadership and coordination for the Energy Advisor team, helping to ensure the consistent delivery of high-quality, independent and impartial energy advice. The postholder will also maintain an appropriate level of direct client casework, particularly during periods of high demand and when handling more complex enquiries.

Advice is delivered primarily by telephone to clients who may be vulnerable, living in fuel poverty or experiencing financial hardship. The postholder will coordinate workloads, monitor service delivery, coach and support colleagues, oversee consistent practice and quality standards, and act as the first point of escalation for complex, sensitive or high-risk cases.

The role contributes directly to Act on Energy's objectives of reducing fuel poverty, improving household wellbeing and supporting carbon reduction. It is central to ensuring the team delivers a responsive, consistent and client-centred service.

Act on Energy, Ardencroft Court, Ardens Grafton, Alcester, B49 6DP.

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Act on Energy is a registered charity, number 1075679 and registered in England & Wales, Company number 3621022

Key Responsibilities

Team Leadership and Service Coordination

- Provide day-to-day leadership and formal line management to Energy Advisors, fostering a collaborative, inclusive and client-focused team culture.
- Hold regular one to one meeting with direct reports to review performance, workload, wellbeing and development needs.
- Coordinate workloads and allocate cases fairly, taking account of service priorities, advisor capacity, case complexity and agreed response times.
- Monitor service demand, workflow and outstanding actions, intervening where necessary to ensure that client commitments are completed within agreed timescales.
- Coach colleagues and provide constructive feedback to develop their knowledge, confidence and professional judgement.
- Act as the first point of escalation for complex, sensitive or high-risk cases, providing direction and escalating safeguarding, operational or service concerns to the appropriate manager.
- Lead or contribute to team briefings and communicate relevant changes to schemes, guidance, procedures and energy-market developments.
- Support the induction and training of colleagues and identify recurring knowledge gaps or development needs.
- Keep the manager informed about service demand, capacity, recurring client issues, risks and opportunities for improvement.
- Raise staff workload, wellbeing, conduct or performance concerns promptly with the appropriate manager.
- Help maintain service continuity during periods of absence or increased demand.

Quality Assurance and Service Improvement

- Undertake agreed case reviews and quality checks, providing timely, evidence-based and constructive feedback.
- Promote consistent application of organisational procedures, advice standards, safeguarding protocols and regulatory requirements.
- Identify recurring errors, emerging risks and good practice, recommending improvements to guidance, processes or training.
- Support colleagues to implement and embed service improvements.
- Contribute to monitoring service quality, client outcomes and agreed performance measures.
- Assist with complaints, feedback and service-quality concerns, escalating them in accordance with organisational procedures.

Client Advice and Casework

- Provide independent, impartial and tailored energy advice by telephone, using effective fact-finding to understand clients' circumstances, priorities and desired outcomes.
- Support clients with high energy costs, fuel debt, billing disputes, affordability concerns, tariffs, payment methods, meter readings and smart-meter issues.
- Explain energy bills, account balances, supplier correspondence and available options clearly and accessibly, helping clients engage constructively with energy suppliers.
- Identify practical energy-efficiency measures that may reduce energy use, lower costs or improve household comfort.
- Assess eligibility for grants, discounts and local or national support schemes, including the Warm Home Discount and Priority Services Register.
- Explain eligibility requirements and help clients gather information or progress applications where appropriate.
- Manage an agreed level of direct casework alongside Team Lead responsibilities, adjusting priorities with the relevant manager where necessary.

Safeguarding, Referrals and Case Management

- Recognise indicators of vulnerability, fuel poverty, financial hardship and potential safeguarding concerns, adapting communication and support accordingly.
- Ensure safeguarding concerns are documented and escalated promptly in accordance with organisational procedures.
- Signpost or refer clients to community outreach officers, specialist services, local authorities and partner organisations where their needs fall outside the scope of the advice service.
- Explain referral processes, obtain appropriate consent and record referrals and follow-up actions accurately.
- Maintain accurate, complete and timely client records, including advice provided, actions agreed, referrals made and outcomes achieved.
- Ensure monitoring information is recorded consistently, and personal data is handled in accordance with UK GDPR, the Data Protection Act 2018, confidentiality requirements and organisational procedures.
- Work within the boundaries of the role and refer clients for regulated or specialist advice where appropriate.

Knowledge and Professional Development

- Maintain current knowledge of energy-market developments, supplier practices, regulatory changes, government schemes and relevant good practice.
- Participate in training, briefings and organisational quality-assurance activities, applying learning and feedback to improve service delivery.
- Demonstrate a commitment to continuous professional development and organisational learning.

Standard Accountabilities

- Comply with Act on Energy's policies and procedures, including those relating to data protection, information governance, safeguarding, confidentiality and health and safety.
- Promote equality, diversity and inclusion in team leadership and service delivery.
- Maintain appropriate professional boundaries and confidentiality.
- Work flexibly to support service needs and undertake other duties reasonably appropriate to the nature and level of the post.

Person Specification

Essential Experience and Knowledge

- Experience of providing advice, information or support in a customer-facing, community, public-service or charity setting.
- Experience of managing individual performance, development, wellbeing and attendance fairly and consistently.
- Ability to hold constructive and, where necessary, challenging conversations with colleagues
- Understanding of good people-management practice, including confidentiality, equality and consistent application of organisational policies
- Experience of allocating work, managing competing priorities or coordinating day-to-day service delivery.
- Experience of maintaining accurate records and working in accordance with established procedures.
- An understanding of the needs of people experiencing vulnerability, financial hardship or disadvantage.
- A working understanding of safeguarding, confidentiality and data-protection principles.
- Experience of handling complex or sensitive situations and escalating concerns appropriately.

Essential Skills and Abilities

- Strong written and verbal communication skills, with the ability to explain complex information clearly and accessibly.
- Ability to provide clear direction, practical support and constructive feedback to colleagues.
- Sound judgement and the ability to make calm, proportionate decisions under pressure.
- Strong organisational and time-management skills, with the ability to prioritise individual and team workloads.
- Ability to monitor work, identify emerging issues and ensure agreed actions are completed.
- Empathy and a respectful, non-judgemental and client-centred approach.
- Ability to work independently while contributing positively to a collaborative team.
- Confidence using case-management systems, standard office software and digital communication tools.
- Commitment to delivering accurate, consistent and high-quality services.

Desirable Experience and Knowledge

- Knowledge of the UK energy market, fuel poverty, domestic energy efficiency or relevant financial-support schemes.
- Experience in an energy, housing, debt, welfare-benefits or similar advice service.
- Previous experience in a senior advisor, Team Lead or supervisory role.
- Experience of case auditing, quality assurance, staff induction or learning and development.
- Experience of working with local authorities, community organisations or referral partners.
- Experience of outreach or community-based work.
- A relevant advice, coaching, leadership, safeguarding or energy-related qualification.

Personal Attributes

- Committed to impartial, inclusive and client-centred support.
- Calm, patient and solutions focused.
- Approachable and able to build trust with clients and colleagues.
- Comfortable taking responsibility and addressing issues constructively.
- Motivated by social impact and reducing inequality.
- Committed to learning and able to adapt in a changing policy and regulatory environment.
- Able to maintain appropriate professional boundaries and confidentiality.