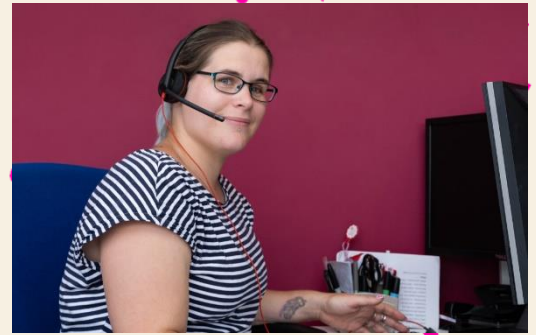


# Job Profile



Join the team and be part of an organisation passionate about making the UK the best place for people with a learning disability to live happy and healthy lives.

## What will you do

- Deliver end-to-end advice casework to people with a learning disability and the people that support them, particularly Money and Energy Advice, including distributing keep warm measures
- Efficiently manage a caseload of client enquiries, delivering advice either face to face or via the telephone/emails.
- Ensuring prompt and accurate advice is delivered, actions are recorded, and service and organisational outcomes and targets are met
- Take responsibility for your advice throughput, quality levels and continuous improvement, ensuring that you are available for 1:1's and monthly casework supervisions
- Positively promote Mencap and the British Gas Energy Trust
- Deal with aggressive, difficult or distressing clients in a calm and professional manner, following procedures and being mindful of your wellbeing and safety and that of others
- Identify and undertake safeguarding alerts, following up on these and challenging them if necessary
- Support our storytelling function through the gathering of case studies
- Be a named liaison for internal and external partners and coalitions
- Be responsible for keeping yourself updated and continually developing yourself

## What will you bring

- A commitment to improving the lives of people with a learning disability.
- Integrity and professionalism.
- A focus on asset based, impact driven advice.
- The confidence to work in a dynamic team using agile methodologies.
- The ability to work collaboratively within the scope of an agreed framework.
- A flexible can-do attitude around working patterns and attendance at events when required.
- Ability to travel regularly.
- Emotional resilience and positivity.

## Your experience

- Experience of delivering multi-channel advice to people with a learning disability, or other under-represented groups
- Experience of advice giving, professionally
- Experience of making decisions on your own and in a team
- Experience of dealing confidently with complex cases including safeguarding
- Robust understanding of data protection and confidentiality
- Experience using a CRM system and Microsoft Teams.

## More information about this role

- This role is home based, but with regular travel to any specified area in England. Colleagues will need to travel effectively to areas with or without good public transport links.
- Work outside of core working hours and at different locations may be required to meet the needs of the service.
- Colleagues need to communicate effectively, demonstrating an excellent standard of written and spoken English, an additional language is useful but not essential.
- Colleagues will attend relevant meetings, and training opportunities
- Colleagues will be expected to share knowledge and experience by offering training to the team and others including delivering presentations and representing the advice service at events.
- Colleagues will deliver workshops and webinars both in the community, and online.
- This role is 37.5 hours a week on a Fixed Term expiring March 2026.

## What will Mencap give you

Great benefits, including access to Mencap Extras.  
Ongoing training and development.

## How to apply

Please apply with an up to date CV that demonstrates your skills and experiences relevant to this position

**If you require any further information please contact our Recruitment team on 01733 246699**



## Mencap's values and how they apply to this role



We are **brave**  
we challenge and  
try new things

You will have a genuine passion for changing the lives of young people and supporting their transition into work.



We are **inclusive**  
of everyone

You will advocate for inclusion in the workplace and be a positive role model for learners.



We are **kind**  
to everyone

You will encourage learners to try new things and step out of their comfort zone, being brave when faced with new challenges.



We are **passionate**  
about making the  
world a better place

You will highlight and celebrate how unique each learner is. You will positively approach their journey to employment.



We are **positive**  
in our work and  
with each other

You will be kind, supportive and encouraging to everyone you interact with.