

Team Leader (Service Delivery and Community Engagement)



WARM WALES
CYMRU GYNNES

Our Projects - Healthy Homes Healthy People

Healthy Homes Healthy People is a partnership programme that aims to reduce the impact of fuel poverty, and supporting residents to live healthier, safer, and more resilient lives.

Through a person-centred approach, we help ensure residents' basic needs are met and empower them to reduce energy costs, improve their health and wellbeing, and build long-term resilience. Working alongside local authorities, health services, housing providers, and community organisations, we provide access to impartial energy advice, case worker support, awareness raising and behaviour changes across four key areas:

- Money Maximisation
- Affordable Warmth & Energy Efficiency
- Health and Wellbeing
- Basic Needs Support

Our vision is to help create healthier homes, healthier lives, and healthier communities.

Role Purpose

The Team Leader will support the successful delivery of the Healthy Homes Healthy People programme, leading a team that works with vulnerable residents experiencing fuel poverty, poor housing conditions, and health inequalities.

Working in collaboration with the Team Leader in North Wales you will oversee day-to-day service delivery in South Wales, ensure project targets and outcomes are achieved, and build strong relationships with community partners to maximise referrals and engagement activities. The role combines operational team leadership with a strong commitment to improving health, wellbeing, affordable warmth, and resilience within local communities.

Our Values

We are looking for someone who is passionate about improving lives and communities and committed to:

- Reducing fuel poverty and health inequalities.
- Empowering residents to become more resilient.
- Delivering excellent, person-centred services.
- Working collaboratively with communities and partners.
- Supporting healthier homes, healthier lives, and healthier communities.

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Key Duties & Responsibilities

Service Delivery

- Lead and coordinate the day-to-day delivery of project activities.
- Monitor team performance, workloads, and project targets.
- Ensure high-quality case management, data recording, and reporting.
- Support staff with complex cases and maintain a small caseload when required.
- Implement quality assurance processes and drive continuous improvement.
- Support the delivery of awareness sessions and community drop in services.

Team Leadership

- Supervise, motivate, and develop Project teams.
- Conduct regular supervision, performance reviews, and training sessions.
- Support recruitment, induction, and staff development.
- Promote a positive, inclusive, and high-performing team culture.

Community Engagement & Partnerships

- Develop strong relationships with local authorities, health services, housing providers, community groups, and third-sector organisations.
- Promote the Healthy Homes Healthy People programme and generate referrals.
- Represent the organisation at events, meetings, and community forums.
- Identify opportunities to improve community engagement and service reach.

Performance & Reporting

- Monitor outcomes against project objectives and funding requirements.
- Produce monthly reports and analyse performance data.
- Ensure compliance with organisational policies, GDPR, and safeguarding requirements.
- Support project evaluation and impact reporting.

Person Specification

Essential

- Experience leading or supervising a team.
- Strong communication, organisational, and people management skills.
- Experience working with vulnerable individuals or communities.
- Ability to manage performance, analyse data, and produce reports.
- Knowledge of partnership working and stakeholder engagement.
- Good IT skills, including Microsoft Office.
- Full UK driving licence and access to a vehicle.
- Five GCSEs including Mathematics and English Language or equivalent
- Willingness to complete Level 3 in Energy Awareness and sector training

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Desirable

- Experience in fuel poverty, energy advice, housing, health, or community services.
- Knowledge of affordable warmth and energy efficiency schemes.
- Welsh language skills.
- NVQ Level 3 in Team Leadership or equivalent qualification.