

## Job Description

<b>Role Title</b>	<b>Home Energy Scotland network operations manager</b>		
<b>Directorate</b>	Advice		
<b>Team</b>	Home Energy Scotland		
<b>Line manager</b>	Head of Home Energy Scotland		
<b>Grade</b>	3		
<b>Job purpose</b>	<p>You will manage the operational delivery of the Home Energy Scotland advice centre network, funded by the Scottish Government. You will be responsible for the integrated operational delivery of programmes delivered through the Home Energy Scotland advice network (including the extended hours team) and ensure the activity and financial performance of the advice centres against their targets. You will also ensure the requirements for the advice centres are well managed to enable them to meet their targets. Where any issues and challenges arise, which require HES management input you will ensure the relevant member of the HES team is engaged and the issue is resolved.</p>		
<b>Resource management responsibilities</b>	<b>Budget/ equipment accountabilities</b> Ca £8.5 million	<b>People (EST) accountability</b> 4	<b>Contractor accountability</b> HES contractors Overflow telephone service provider Webchat service provider
<b>Critical accountabilities (between 4-8)</b>	<ul style="list-style-type: none"> <li>• Manage the operation of the Home Energy Scotland advice network by supporting the advice centre contractors and the extended hours team to deliver against their contracts with Energy Saving Trust resulting in a world class service to customers, including:             <ul style="list-style-type: none"> <li>○ Ensuring submission of HES network and advice centre monthly KPI reports, and analysis of these reports for senior management.</li> <li>○ Organising and chairing monthly review meetings</li> <li>○ Monitoring and reporting on advice centre operational performance.</li> <li>○ Actively using the gathered management information to provide feedback to senior management and performance management support to advice centre management teams to ensure they meet their targets</li> <li>○ Carrying out operational reviews</li> <li>○ Ensuring advice centres have effective and efficient processes and systems</li> <li>○ Ensuring advice centre capacity and responsiveness to customer enquiries meets service level agreements</li> <li>○ Ensuring network cover is available to meet contractual requirements and Scottish Government expectations</li> <li>○ Providing guidance to advice centres on prioritisation of activity by liaising with Energy Saving Trust programme managers.</li> <li>○ Developing and delivering training as required</li> </ul> </li> </ul>		

- Ensuring data sharing agreements are in place between each advice centre and the local authorities in its area. The postholder will work closely with the HES Partnership and service development manager, and with each of the other teams who also work directly with the HES team to ensure that:
  - The centres, the extended hours team and the Head of Home Energy Scotland have accurate and regular feedback on performance
  - The performance of the HES advice centres is well managed
  - Services delivered across the network are consistent and that best practice is identified and shared and to ensure that programmes are delivered in an integrated and collaborative manner
- Ensuring the core budgets for HES are managed effectively using Energy Saving Trust's internal financial management software
- Manage the financial reporting and monthly claims for the advice centres by ensuring submission of monthly Finance MRP reports, analysis of these reports to track expenditure against budgets, disputing and approving monthly claims for invoicing/payment, working with other relevant Energy Saving Trust Programme Managers
- Organise and administer Contract review meetings including preparing and circulating contract review papers
- Administer any Contract variations by liaising with other Energy Saving Trust teams for contractual amendments and/or additions, draft Contract variation including updates to contract schedules of targets and budgets. Obtain legal and management advice and sign-off before finalising and issue to Home Energy Scotland contractors
- Manage the contracts for central services relating to the operational delivery of Home Energy Scotland, such as the overflow call handling service, click to chat, smart meter data portal, call monitoring and other service provider contracts as required.
- Ensure the end-to-end operation of Home Energy Scotland and develop other systems which support it including:
  - The telephony services for the network
  - Ensuring the Home Energy Scotland Customer Relationship Management system is tested as required
  - Web tools and enquiry forms
  - Links and data transfers to and from partners websites
  - Smart meter advice portal

Competency requirements	Level 1	Level 2	Level 3	Level 4
Communication, interpersonal and negotiation skills		X		
Business Sense			X	
Delivering results		X		
Applying knowledge and expertise			X	
Customer Focus		X		
Change Management		X	X	
Managing People			X	
Team Working		X		
<b>Knowledge, skills and qualifications required</b>	<p><b>Must have:</b></p> <p><b>Knowledge/skills:</b></p> <ul style="list-style-type: none"> <li>• Demonstrable ability to manage and work effectively with distributed teams and contractors</li> <li>• Excellent relationship building, influencing and negotiating skills with the ability to interact at all levels</li> <li>• Excellent communication skills, both verbally and in writing</li> <li>• Excellent customer service skills</li> <li>• Excellent analytical skills</li> <li>• Good financial and commercial acumen and strong understanding of cost/benefit analysis</li> <li>• Project management skills</li> <li>• Ability to understand complex IT systems and support their design and development</li> <li>• Well-developed Microsoft Office skills including Excel</li> <li>• Be able to work on own initiative and as part of a team</li> <li>• Results orientated with the ability to work to deadlines</li> <li>• Excellent organisation and time management skills, including ability to prioritise</li> </ul> <p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Customer service and support</li> <li>• Working in a team to deliver projects</li> <li>• Project management</li> </ul> <p><b>Qualifications:</b></p> <ul style="list-style-type: none"> <li>• Degree level or equivalent qualification in a relevant discipline</li> </ul>			
	<p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Project management qualification</li> <li>• Strong knowledge of domestic energy efficiency and sustainable energy</li> <li>• Knowledge of Scottish public and NGO sectors.</li> <li>• Budget management experience</li> </ul>			