

Job Description

<b>Role Title</b>	<b>Senior Programme Manager – Business Energy Scotland</b>		
<b>Directorate</b>	Advice		
<b>Team</b>	Business Energy Scotland		
<b>Line Manager</b>	Head of Home Energy Scotland		
<b>Perm/ Fixed Term</b>	Permanent	Grade 3	
<b>Job Purpose</b>	<p>The purpose of this role is to lead the establishment and delivery of the new Business Energy Scotland (BES) programme. This new programme will continue the work currently undertaken by the Energy Efficient Business Support (EEBS) service managed by Zero Waste Scotland. The postholder will lead the mobilisation phase of the new programme from January to March 2022 and the delivery of the programme from April 2022. The programme helps support SMEs with advice, technical support, and their journey to accessing finance to implement sustainable energy improvements in their businesses. Managing the programme, the postholder will manage the flow of enquiries, teams of business advisers and consultants, and report on the management of the programme internally and to Scottish Government.</p>		
<b>Resource Management Responsibilities</b>	<b>Budget/ Equipment Accountabilities</b> Yes	<b>People (EST) Accountability</b> Yes (up to 8 team members)	<b>Contractor Accountability</b> Yes

<p>Critical Accountabilities (between 4-8)</p>	<p>Programme development, design, and delivery</p> <ul style="list-style-type: none"> <li>• Working closely with the Head of Home Energy Scotland lead the delivery of the mobilisation phase of the transition from EEBS service to BES including procurement of the new consultants' framework, recruitment of EST team for programme management, liaison as necessary with other EST teams to ensure the programme is established successfully and on time (primarily IT, marketing, services delivery, finance, Home Energy Scotland, and people teams).</li> <li>• Support the Head of Home Energy Scotland in the development and finalisation of content for Energy Saving Trusts Scottish Government workplan to cover the work programme of BES for the financial year 2022-23</li> <li>• Lead the delivery of the BES workplan through 2022-23</li> <li>• Develop proposals and support longer term business development for the programme as required to support funding arrangements from 2023 onwards</li> </ul> <p>Stakeholder management</p> <ul style="list-style-type: none"> <li>• Develop the stakeholder map and communication plan outlined in ESTs mobilisation programme to ensure effective and constructive engagement of stakeholders gaining support for involvement of key stakeholders.</li> <li>• Establish maintain and develop relationships with Scottish Government policy leads, external stakeholders, and customer groups for the BES programme.</li> </ul> <p>Communications and marketing</p> <ul style="list-style-type: none"> <li>• Work with marketing colleagues to develop marketing and communication plan for BES for 2022-23</li> <li>• Oversee consistent effective delivery management and monitoring of resulting communications and marketing plans.</li> </ul> <p>People Leadership</p> <ul style="list-style-type: none"> <li>• Manage capacity and support the team of 8 (potentially more) staff to ensure delivery of Scottish Government workplan targets for BES Service, ensuring high performance in a supportive environment.</li> <li>• Manage a team of advice network subcontractor staff and to ensure delivery of Scottish Government workplan targets for the above projects</li> </ul>
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	<ul style="list-style-type: none"><li>• Manage a framework of consultants to support programme delivery as required.</li></ul> <p>Project Management</p> <ul style="list-style-type: none"><li>• Manage day to day delivery of the BES advice network.</li><li>• Analyse and progress against targets, ensure systems and processes are in place to provide robust management reporting.</li><li>• Manage regular reporting meetings of the advisors and consultants to ensure their delivery against targets</li></ul> <p>Reporting and Evaluation</p> <ul style="list-style-type: none"><li>• Provide weekly and monthly reports as agreed to the to the Scottish Government and senior management.</li><li>• Respond efficiently to ad hoc information requests by the Scottish Government, liaising with the Head of Home Energy Scotland where appropriate before submitting.</li><li>• Monitor project budgets to ensure that forecast spend matches income from the Scottish Government. This includes monthly forecasting using the TMI system.</li><li>• Work with Energy Saving Trust evaluation team to evaluate programme success.</li></ul> <p>Continuous Improvement</p> <ul style="list-style-type: none"><li>• Manage the quality of advice provided by the advice network and ensure continuous improvement of the service takes place.</li><li>• Deal with any complaints in a timely and appropriate manner, communicating with the Scottish Government and Head of Home Energy Scotland where these involve (or could involve) and MSP/MP, ensuring complaints are suitably resolved.</li></ul>
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<p>Knowledge, skills, and qualifications required</p>	<p>Must have demonstrable experience of:</p> <ul style="list-style-type: none"><li>• Delivery in a sustainable energy or climate change related industry</li><li>• Project management skills</li><li>• Degree or equivalent training/experience</li><li>• Contract management and experience of delivering services via a third party.</li><li>• Working with SMEs</li><li>• Project, financial and data analysis</li><li>• Working with the Scottish Government (or similar)</li><li>• Delivering results to tight deadlines</li></ul> <p>Must also have:</p> <ul style="list-style-type: none"><li>• Ability to think and plan strategically and to identify and realise new opportunities.</li><li>• A sound knowledge of all aspects of programme management with the ability to co-ordinate several projects and team members.</li><li>• High standard in the full range of communications skills.</li><li>• An ability to effectively prioritise personal workload to ensure effective delivery of objectives.</li><li>• Strong negotiation and influencing skills.</li><li>• Ability to build and maintain relationships at all levels both internally and externally.</li><li>• Have experience in working in a quality-audited environment and complying with set organisational procedures and processes.</li><li>• Ability to work in and lead a multi-skilled team.</li><li>• A self-starter, able to motivate yourself in a remote working situation</li></ul> <p>It will also be useful to have experience of working with:</p> <ul style="list-style-type: none"><li>• CRM (MS Dynamics)</li></ul>
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