

Job Description

Role Title	Programme manager – Retrofit advice programme
Job Family & Category	Project/programme management: Programme manager
Team	Energy
Line Manager	Head of operational delivery - energy
New/ Existing Role	New
Perm/ Fixed Term	Fixed term until 30 April 2025 (with the possibility of extension)
Resource and Management Responsibilities	<ul style="list-style-type: none"> ▪ Budget responsibilities (circa £900k). ▪ Contractor responsibilities (circa £400k). ▪ Line management of a Programme Support Officer and Supply Chain Coordinator.
Job purpose	<p>The role has been created to lead the delivery of an exciting new regional programme in the Northeast of England to support householders to progress with domestic energy retrofit. The programme includes a one stop shop (providing digital and telephone-based advice) which will form the central point for domestic retrofit enquiries in the Newcastle, North Tyneside, and Northumberland region.</p> <p>It will also be providing engagement and advice activity at local community level via consortium partners in the wider Northeast region to support householders with domestic retrofit.</p> <p>The role will provide programme management capability, manage the client relationship, work closely with advice centre and marketing and communications colleagues, and coordinate the local delivery team of subcontractors as well as liaise with local partners and supply chain in the region. The postholder will play a vital role in stakeholder management and be instrumental in securing additional income or future work for the programme.</p>
Key responsibilities	<p>Programme management and delivery</p> <ul style="list-style-type: none"> ▪ Manage the programme to budget, scope and plan in line with agreed methodologies, including project planning, resourcing, client engagement, financial management, change management and reporting, as may be required by the contract(s).

- Work closely with advice centre and marketing and communications colleagues as well as sub-contractors in the meeting of key performance indicators, quality and client expectations, with a focus on continuous improvement.
- Identify, record, and manage project risks, assumptions, issues and dependencies, escalating as necessary.
- Manage financial performance of the programme, working with relevant financial business partner to update TMI (budget software) and planning tools to ensure accurate financial reporting.
- Lead on client reporting requirement and manage MI reporting needs.
- Establish new or adapt existing processes and policies to underpin the delivery of the programme, to ensure efficiency and service excellence.
- Lead the programme team, providing direction and support, including coaching, to bring alignment to programme priorities.

Lead client and stakeholder management

- Lead, maintain, and develop relationships with funders and key stakeholders including local partners, acting as ambassador of Energy Saving Trust values, to build the profile of the programme within the Northeast.

Support business development for the programme

- Work closely with business development colleagues and input into proposals in term of securing additional income or future work for the programme.
- A willingness to learn about and support our efforts to become a more diverse, inclusive, equitable and sustainable organisation.

Within one month, you will:

- Meet with key colleagues, including stakeholders and partners in the region
- Complete the corporate induction programme
- Agree your objectives for first 6 months

Within three months, you will:

- Have developed and honed your knowledge of the programme, with an understanding of all aspects of delivery and proactively monitoring progress against targets
- Be representing the programme at stakeholder and partnership meetings / events

Within six months, you will:

- Be leading team effectively, working collaboratively with stakeholders, supply chain and partners so that the programme is realising its potential to support householders' progress in their retrofit journey
- Seek out opportunities to secure further funding by working closely with the client and business development team.

<p>Knowledge, skills and qualifications required</p>	<p>Essential:</p> <ul style="list-style-type: none"> ▪ Significant experience working in a project or programme management environment, ideally also in the establishment of new projects or programmes. ▪ Extensive project management skills/experience and/or relevant recognised qualification. ▪ Demonstrable track record of delivering results in a similar industry. ▪ Strong budget management skills and commercial acumen. ▪ Excellent customer-focused orientation and understanding of key factors affecting customer satisfaction in the delivery of services. ▪ Local area knowledge by either being based in the Newcastle, North Tyneside, or Northumberland area or being willing to travel to the area on regular basis to represent the programme locally and maintain relationships with key stakeholders. ▪ Highly organised with good attention to detail and ability to manage multiple priorities. ▪ Excellent communication and interpersonal skills, having the ability to work with colleagues and project partners dispersed across geographical locations. ▪ Good IT skills, particularly MS Word, MS Excel, and databases. ▪ Highly self-motivated and able to work autonomously, take initiative, analyse, and solve complex problems, present and deliver workable solutions and make decisions. ▪ People management experience.
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Desirable:

- Knowledge of energy efficiency, low and zero-emissions heating, and renewable energy.
- Experience working with government funders.
- Experience of developing and/or delivering advice services.