

Job Description

Role Title	Head of programme delivery – Home and Business Energy Scotland
Job Family & Category	Project/Programme management: Head of Department
Team	Home and Business Energy Scotland
Line Manager	Group Head of Energy
New/ Existing Role	Existing
Perm/ Fixed Term	Permanent
Resource and Management Responsibilities	<ul style="list-style-type: none"> ▪ Budget/ Equipment Responsibilities – ca £20million ▪ People Responsibilities – line management of 6 people; department of 58 people currently ▪ Contractor Responsibilities
Job purpose	<p>To provide strategic and operational leadership, and to manage and develop the work of the department to effectively contribute to Energy Saving Trust’s mission of addressing the climate emergency, including:</p> <ul style="list-style-type: none"> ▪ Leading, overseeing and managing the successful delivery of multiple programmes, providing strategic direction, leadership and highly effective operational oversight to ensure the department executes programmes efficiently, on time and within budget to meet user and funder needs. ▪ Leading and managing the teams and individuals in the department, providing motivation, effective coaching and support to ensure efficient and effective successful programme and project delivery and development. ▪ Collaborating at a senior level with stakeholders and external partners as well as cross-functional teams, to identify and pursue new business development opportunities as well as to drive successful programme delivery and development.
Key Responsibilities	<p>Leadership</p> <ul style="list-style-type: none"> ▪ Provide leadership, guidance and mentorship to the programme delivery team, encouraging a collaborative and high-performance work culture.

- Provide effective support to motivate individuals and teams to ensure efficient and effective successful programme and project delivery and development.
- Lead change and drive continuous improvement to optimise the impact of the department and its programmes on Energy Saving Trust's mission and strategy.
- A willingness to learn about and support our efforts to become a more diverse, inclusive, equitable and sustainable organisation.

Successful programme delivery

- Lead and manage the end-to-end delivery of multiple programmes, including planning, execution, monitoring, contract ownership, risk management and evaluation, ensuring programmes, projects and services delivered by the department are relevant, trusted and valued by users and funders.
- Proactively manage performance to achieve high quality standards: establish key performance indicators (KPIs) and metrics to track programme progress and performance, gather management information and provide timely and insightful reporting to senior management to ensure good visibility of programme and project performance, outcomes and opportunities.
- Ensure compliance with relevant contracts, regulations, standards and policies and uphold quality standards in programme delivery.
- Ensure effective communication with internal and external stakeholders throughout the programme lifecycle to coordinate activities and resources effectively and drive successful programme delivery and development.
- Provide strong contract management of any third-party delivery partners.
- Drive continuous improvement initiatives, setting and maintaining high quality standards and enhancing delivery processes across all programmes, sharing and standardising good practice, streamlining operations and maximising efficiency and effectiveness.

Financial performance

- Translate the evolving policy context into further service extension and secure significant levels of income from these opportunities.

- Financial planning at departmental level and oversight of programme budget management, ensuring optimal use of funds and resources and ensuring financial targets are achieved.

Maximise impact through effective stakeholder engagement and securing opportunities

- Build strong and effective relationships with all appropriate government departments, their key stakeholder/working groups and agencies as well as other key stakeholders to position Energy Saving Trust appropriately in the market.
- Collaborate at a senior level with stakeholders and external partners as well as cross-functional teams to retain funding for programmes and identify and secure new business development opportunities to maximise the impact of Energy Saving Trust.

Please note that travel within Scotland and the UK and may be required.

Within one month, you will:

- Be effectively supporting and managing your direct reports.
- Have a good understanding of all programmes delivered by the department including client requirements and programme status.
- Have introduced yourself to all members of the department and all senior managers.
- Have introduced yourself to key Scottish Government stakeholders.
- Be following organisational processes.
- Own and manage the departmental budget.
- Be able to represent your department to senior leaders and externally.

Within three months, you will:

- Be highly effective in your performance monitoring and management of programmes.
- Have a strong understanding of the needs of the programme users.
- Have met all key external stakeholders of the department's programmes and established effective working relationships with them.
- Have established yourself and be collaborating effectively with colleagues across the organisation.
- Through working with your team be starting to identify opportunities for continuous improvement.

	<p>Within six months, you will:</p> <ul style="list-style-type: none"> ▪ Be providing effective strategic direction to your team. ▪ Be identifying opportunities for increasing the department’s impact on Energy Saving Trust’s mission.
<p>Knowledge, skills and qualifications required</p>	<p>Essential:</p> <ul style="list-style-type: none"> ▪ Strong leadership and people management skills with the ability to inspire and motivate dispersed teams to achieve goals and objectives. ▪ Proven experience in programme management, with a track record of successfully delivering a wide variety of projects and complex programmes with multiple partners and diverse objectives and timescales concurrently. ▪ Demonstrated experience in strategic planning, budget management, contract management and resource allocation. ▪ Well-developed, proven communication, negotiation and stakeholder relationship management skills, with ability to work effectively with senior stakeholders, including at government ministerial level, and to present effectively to senior audiences. ▪ Clear customer and client orientation and ability to deliver the highest quality service from the available financial and human resources. ▪ Analytical mindset with the ability to identify issues, analyse data, and make informed decisions, which ensure an appropriate regard for risk mitigation. ▪ Excellence at prioritising tasks and delivering effectively within a demanding environment. ▪ Excellent understanding of domestic and small business energy efficiency and retrofit and fuel poverty policy and landscape in Scotland and across the UK or have worked on other areas of important work across different Government grants or contracts and have the ability to acquire this rapidly. <p>Desirable:</p> <ul style="list-style-type: none"> ▪ Experience in leading and managing energy efficiency and/or renewable energy advice programmes. ▪ A strong understanding of and experience of working effectively with key energy efficiency and renewable energy stakeholders UK wide. ▪ Demonstrable interpersonal coaching skills.