

Job Description

Role Title	Senior manager - advice service development
Job Family & Category	Project/programme management Senior programme manager
Team	Consumer advice, energy
Line Manager	Strategic programme manager, consumer advice and support
New/ Existing Role	Existing
Perm/ Fixed Term	Permanent
Resource and Management Responsibilities	People responsibilities – up to 6 direct reports. Currently two direct reports – senior project managers. Current team of 4 likely to grow. Contractor responsibilities – as required.
Job purpose	Help address the climate emergency by: Driving and delivering growth in Energy Saving Trust services that provide energy advice and support to UK households and small businesses (excluding Scottish Government funded advice services) – to cut carbon emissions and reduce energy use and fuel bills. Supporting live programmes and projects across the energy department by managing the provision of project management and programme support capability and expertise on a fixed, short-term expert basis where need arises.
Key responsibilities	<ol style="list-style-type: none"> 1. Create and lead a high-performing team: <ul style="list-style-type: none"> ▪ Provide effective line management support. ▪ Coach team members and support their personal development. ▪ Positively contribute to Energy Saving Trust's culture by role-modelling our values and engaging with areas such as sustainability, well-being, diversity and inclusion. ▪ Demonstrate a willingness to learn about and support our efforts to become a more diverse, inclusive, equitable and sustainable organisation. ▪ Conduct recruitment as required. 2. Design and develop proposals for new advice and support services: <ul style="list-style-type: none"> ▪ Work closely with the business development team to develop bids

and proposals for new services and present proposals to potential clients, travelling as required.

- Use expertise and internal and external evidence on successful energy advice and support service design and delivery to shape concept and service design.
- Write content for bids and proposals.
- Plan resource needs for projects being proposed.
- Put together project, budgets, risk and issues, communications, stakeholders, governance and customer experience management and continuous improvement plans.
- Work to tight timelines and ensure deadlines are met.
- Engage and collaborate with internal stakeholders to gather input required to inform proposals and bids and communicate progress and plans.
- Build and maintain good knowledge of customer and client needs for advice and support across the UK and feed into continuous improvement of service blueprints.
- Identify new opportunities for energy advice and support services and develop proposals to make the most of these.

3. Lead mobilisation of new advice and support services:

- Build and lead effective short-life mobilisation teams, involving your own team members and engaging relevant staff from across the organisation as needed.
- Project manage mobilisation applying best practice and using Energy Saving Trust tools, processes and ways of working.
- Develop effective mobilisation plans, resource and recruitment plans and stakeholder engagement plans and deliver on these.
- Work with colleagues who will manage the live projects to establish project governance structures, involving relevant internal and external stakeholders (such as clients, partners and sub-contractors). Ensure the governance structures and communications are appropriate for mobilisation and delivery requirements.
- Build and maintain strong relationships with clients, providing them with regular updates and report on progress.
- Work to tight timelines and deliver under pressure.
- Communicate clearly with key internal stakeholders throughout mobilisation and ensure smooth transition to live.

4. Provide live programmes and projects across the energy department with short-term support when they have need and as team capacity allows:
 - Build and maintain strong working relationships and open communications with programme and project managers across the department.
 - Communicate team availability/capacity to support.
 - Triage requests for support, working closely with your line manager to prioritise these.
 - Allocate work to team members based on capacity and skills required.
5. Representing Energy Saving Trust and its advice and support activities to funders and external audiences, including speaking at events and media appearances as required.

Impact description

Within one month, you will:

- Have gained a good understanding of the context for your role, established your priorities with your line manager and be working towards these.
- Be effectively supporting and managing your direct reports and prioritising and planning their wider energy-team work.
- Have a good understanding of all work being delivered by your team and its status.
- Have established effective working relationships with all senior managers in the energy department and other key colleagues across the wider organisation, including in business development.
- Be following organisational processes and ways of working.

Within three months, you will:

- Have an excellent knowledge of Energy Saving Trust advice services and advice offerings.
- Have an excellent understanding of advice service client and customer needs.
- Be effectively inputting to and writing content for bids and proposals.
- Be confidently representing Energy Saving Trust advice proposals and service mobilisation progress to external stakeholders.

	<p>Within six months, you will:</p> <ul style="list-style-type: none">• Be confidently leading mobilisation of new advice services working closely with colleagues across the business to ensure successful go live.• Be identifying opportunities for increasing your team's impact on Energy Saving Trust's mission.
--	--

<p>Knowledge, skills and qualifications required</p>	<p>Essential:</p> <ul style="list-style-type: none"> ▪ Extensive experience in project management in an energy advice setting, with demonstrable project management skills. ▪ Highly organised with good attention to detail and ability to manage multiple priorities and projects. ▪ A track record of successful project development and strong commercial awareness. ▪ Extensive knowledge and experience of sustainable energy in relation to domestic and/or small business energy use and a good understanding of what drives behaviour change. ▪ Demonstrable people management experience. ▪ Team player with exceptional and demonstrable interpersonal, influencing, negotiation, presentation and communication skills with the ability to build and maintain highly effective working relationships at all levels both internally and externally. ▪ Results-driven with the ability to effectively prioritise personal and team workload to ensure effective delivery of objectives, to a consistently high standard. ▪ Customer-focused orientation and understanding of critical factors affecting customer satisfaction in a service industry. ▪ Ability to write clearly and concisely. <p>Desirable:</p> <ul style="list-style-type: none"> ▪ Experience of developing and setting up successful energy advice services. ▪ Experience of developing digital services. ▪ Ability to lead and develop a high-performing team.
---	---