



## Job Description

Job Title: Centre Manager

Location: Aberdeen

Salary point: £41,000

### Part 1: Job Profile

**Hours: Notionally 35 hours per week with flexibility according to the demands of the post**

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#### 1 Main Purpose of the Job

The post holder will be responsible for the strategic leadership and management of the advice centre contract in North East Scotland, ensuring the delivery of a world class service across the region. The Centre Manager will work in conjunction with internal colleagues and the Energy Saving Trust to design and implement an ongoing programme of work to achieve and surpass the targets.

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#### 2 Position in Organisation

- Reports to Scarf Chief Executive and a member of Scarf's Leadership Team;
- Line manager for Operations Manager and Local Promotions Manager.

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#### 3 Scope of Job

- To be accountable for the overall management and delivery of the Home Energy Scotland (HES) advice centre contract, ensuring contract compliance to the highest standard;
- To produce and manage delivery of an annual work plan, defining the activities of the advice centre and its partners that will achieve energy efficiency and carbon emissions reductions targets whilst ensuring fit with operational activities as required by, and described in, the advice centre contract;
- To develop and maintain effective strategic partnerships with key delivery partners and defined stakeholders working in the advice centre territory;
- Be the strategic lead for HES;
- Manage the operations and local promotions managers to ensure that all staff act as ambassadors for the HES network and that communications are supportive of agreed programmes;
- Be a key member of the Leadership Team bringing a collegiate, positive approach to ensure successful team working;
- To monitor adherence to company policies, taking corrective action and/or advising Chief Executive, Leadership Team colleagues or Board of matters arising within the organisation.

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#### 4 Qualifications and Skills Level

- A degree or equivalent professional experience;
- Relevant experience with a strong focus on strategic management and contract delivery;
- Experience of developing, maintaining and promoting strategic organisational partnerships and relationships;
- Experience in the successful delivery of multidimensional projects, achieving targets and successfully managing budgets;
- Experience of developing new business;
- Experience of managing a staff team (including other managers) in a senior role.

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#### 5 Dimensions and Limits of Authority

- Authorise expenditure of up to £5,000 within agreed budgetary activity;
- Carry out disciplinary action up to dismissal for certain posts and final written warning for others.

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## **6 Additional Requirements:**

- Well-developed skills in influencing, facilitation, project and budget management, strategic planning, presentation and communication;
- Well-developed skills in numeracy and literacy;
- Experience of working in a customer-focused organisation;
- Political astuteness with regard to the strategic and government structures and organisations operating in North East Scotland;
- Knowledge of relevant legislation relating to the efficient and sustainable use of energy;
- Practical knowledge of sustainable energy in the domestic and small business sectors;
- A driving licence with access to a vehicle.

## Part 2: Duties and Key Responsibilities

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### **To be accountable for the overall management and delivery of the advice centre contract, ensuring contract compliance to the highest standard (75%)**

- Deliver annual contracted targets within time and budget;
- Monitor progress against targets using KPIs and implement corrective action;
- Submit reports within an agreed timescale;
- Effectively manage risk and play your part in leading organisational change as part of the Leadership Team;
- Manage all staff effectively, promoting good management practices, teamwork and efficiency;
- Develop and implement an induction programme for new staff;
- Implement the appraisal programme, identify training needs and provide all staff with continuous professional development;
- Ensure maintenance of up-to-date working knowledge of sustainable energy matters, affordable warmth, renewable energy, water heating and usage and lower carbon personal transport, keeping the relevant information, literature and documentation available for review;
- Ensure provision and maintenance of a record of activity and achievements against agreed targets;
- Ensure all HES staff act as ambassadors for all programmes delivered through the network and ensure that all external communications are positive and supportive of these programmes, thus helping to meet associated objectives.

### **To produce and manage delivery of an annual work plan, defining the activities of the advice centre and its partners that will achieve energy efficiency and carbon emissions reductions whilst ensuring fit with operational activities as required by, and described in, the advice centre contract (10%)**

- Maintain a profile of the North East Scotland area in terms of service/call demand volume and advice supply capacity (standard and specialist) to inform the development of Advice Centre planning and activities and ensure that balance is achieved;
- Use qualitative and quantitative techniques to establish the sustainable energy needs in the region;
- Effectively utilise existing sources of data to identify suitable opportunities for business development;
- Establish a formal stakeholder group to contribute to and oversee work plan delivery and liaison within and across Scarf.

### **To develop and maintain effective strategic partnerships with key delivery partners and defined stakeholders working in the advice centre territory (10%)**

- Liaise with Energy Saving Trust to ensure advice information, service quality and support systems enable the delivery of agreed targets;
- Work with Energy Saving Trust and other Centre Managers across the network to identify and disseminate best practice;
- Manage partner/sub-contractor relationships, ensuring quality of service and expected outputs;
- Establish formal stakeholder group(s) to contribute to delivery of strategic carbon targets;
- Influence local policies (eg on funding, distribution or planning) where these can support achievement of the advice centre mission.

### **To monitor adherence to company policies, taking corrective action and/or advising Chief Executive, Leadership Team colleagues or Board of matters arising within the organisation (5%)**

- Keep up to date with all company policies, including but not limited to human resource and health and safety issues;
- Sharing and implementation of best practice;
- Engage directly with staff to effectively implement company policies.

Job holder's signature \_\_\_\_\_

Date \_\_\_\_\_