

Job Description



Job Title: HES Team Leader

Location: Across North East Region / Office Salary point: _____

Part 1: Job Profile

The Team Leader will manage, motivate and co-ordinate the activities of a team of advisors who deliver the Home Energy Scotland contract. The team will be providing support and advice on energy efficiency, affordable warmth, renewable energy, ways to save water and usage. In addition, this could cover specialist services such as renewables, partnerships, and support for vulnerable households.

Position in Organisation

- Reports to Operations Manager;
- Line management responsibility for team of advisors.

Scope of Job

- To manage advice service delivery within the advice centre and motivate and influence staff, covering the North-East of Scotland.
- To ensure referral, data processing and telephony or digital systems are maintained for the North-East Scotland area in accordance with contract requirements to enable achievement of agreed targets.
- To represent the advice centre at meetings and to liaise with the Energy Saving Trust and other stakeholders as required.
- Manage a range of key performance indicators associated with all services offered.
- Leadership of team and manage team according including personal development, appraisals and as required performance management
- To monitor adherence to company targets or policies, taking corrective action and/or advising management of matters arising within the organisation.

Qualifications and Skills Level

- A degree or equivalent professional experience;
- Relevant leadership and team management, administration, and/or customer service experience;
- Experience of working in a customer focused organisation;
- Experience of staff development and management against performance targets;
- Excellent level of reporting and administrative skills;
- IT skills to include Microsoft Word, Excel, and PowerPoint and CRM software;
- Ability to gather and analyse data.

Dimensions and Limits of Authority

- Authorise expenditure of up to £500 within agreed budgetary activity;
- Carry out disciplinary action up to final written warning.

Additional Requirements:

- Must be able to work outside normal hours as required.
- Full training will be provided
- A driving licence is not essential as we embrace active and public transport
- Must have a flexible approach to working.
- Responsible for following all policies and procedures in the Integrated Management System (IMS) and where relevant, support in the maintenance and improvement of the IMS concerning Quality, Health and safety, Environment and information security

Part 2: Duties and Key Responsibilities

To manage advice service delivery within the advice centre and motivate staff, covering the north east of Scotland

- Provide support, training and guidance to ensure staff are equipped to deliver effectively on their objectives;
- Maintain an 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;
- Provide and maintain a record of activity and achievements against agreed targets and report to the Operations Manager within agreed timescales;
- Monitor and maintain quality of advice and information, staff rota, staff supervision, team meetings, oversee use of and training in the IT database and provide progress reports to the Operations Manager as required;
- Manage and develop staff as required, against identified, personal development providing appraisals and opportunities for feedback.

To ensure referral, data processing and telephony or digital systems are maintained for the North East Scotland area in accordance with contract requirements to enable achievement of agreed targets

- Manage and maintain support systems to ensure they enable the staff to deliver effectively on their objectives;
- Assist the Operations Manager and Centre Manager to 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.

To represent the advice centre at meetings and to liaise with the Energy Saving Trust and other stakeholders as required

- At all times, ensure that advice service and activity are in line with the requirements of the Energy Saving Trust and Scottish Government;
- Liaise with Energy Saving Trust to ensure advice information, service quality and support systems enable the delivery of agreed targets;
- Ensure adherence to timescales for network cover and call diversions;
- Work with Energy Saving Trust and other advice centre team leaders to identify and disseminate best practice.

Manage a range of key performance indicators associated with all services offered

- Work with the Operations Manager to forecast, monitor and deliver key performance indicators
- Contribute to the monthly dashboard and attend meetings to represent the team where needed
- Deliver and support the delivery of presentations/events to promote the services offered

To monitor adherence to company targets or policies, taking corrective action and/or advising management of matters arising within the organisation

- Keep up to date with all company policies, including but not limited to human resource and health and safety issues;
- Engage directly with staff to effectively implement company targets or policies.
- Manage and develop staff as required, against identified, personal development providing appraisals and opportunities for feedback.

Job holder's signature _____

Date _____