



Job Information Pack

This pack contains the following information:

- Job details
- The application process
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- Information about Warmworks
- Information about the team the job is based with
- Job description
- Person Specification

Job details	
Job title	Regional Project Manager
Job reference	WW-GSE-RPM
Location	London and the Greater South East Region

The application process	
Application deadline	10 th September 2021
Interview date	Week commencing 13 th September 2021
Interview location	London, or online (via Teams or Zoom)
Interview format and length	Panel interview lasting approximately one hour

Contact details	
Completed application forms for this job	recruitment@warmworks.co.uk or Recruitment Warmworks 1 Carmichael Place Edinburgh EH6 5PH
General enquiries about this job	recruitment@warmworks.co.uk
For an informal discussion please E-mail to arrange a callback	kester.providence@warmworks.co.uk

About Warmworks

Warmworks, formed in 2015, is a joint venture partnership between Energy Saving Trust, Changeworks and Everwarm.

Warmworks is committed to tackling fuel poverty, increasing the energy efficiency of the homes and communities in which we work and consistently delivering a first-class service to the households and families that we support.

Since 2015, Warmworks has been the Managing Agent of the Scottish Government's national fuel poverty scheme, Warmer Homes Scotland and has recently started work on a range of new contracts and initiatives across the country.

Warmworks has already helped more than 22,000 homes to become warmer, healthier and more energy efficient and is seeking to play a key role in the long-term drive to reduce carbon emissions and increase the availability of affordable, sustainable energy for all.

About the Team

Introduction and context

Warmworks was established to tackle fuel poverty, reduce carbon emissions and support sustainable local economic development in communities across the country.

Team aims

We deliver the best possible help to people who are struggling to keep their homes warm and pay their energy bills; installing measures such as insulation, efficient heating and renewable technologies to make homes more energy efficient and delivering sustainable cost savings in the long term.

Team activities

Since the business was launched in September 2015, Warmworks has provided a high-quality end to end service, from initial referral through to assessment and the installation of measures, along with appropriate aftercare and support for thousands of households. Warmworks employs direct staff to handle in-home assessments and quality inspections, call handling and customer service, operational finance and the management of a diverse supply chain. Warmworks will provide similar services in London and the South East Region.

Job Description	
Job title	Regional Project Manager
Job reference	WW-GSE -RPM
Salary and grade	up to £50,000 per year, depending on skills and experience
Location of job	London and the Greater South East Region
Hours and terms	37 hours per week
Holiday terms	25 days' annual leave, plus 9 public holidays

General terms and conditions	
<ul style="list-style-type: none"> • There are no overtime payments for this post. • You may need to undergo a criminal record check depending on the requirements of the post. Depending on the nature of any convictions that may be disclosed, Warmworks reserves the right to terminate employment with or without notice. • All of the responsibilities outlined below will be reviewed and modified as necessary through consultation with line managers. 	

Responsible to	Regional Contract Manager
Responsible for	A delivery team including Project Officers, Surveyors and Inspectors

Purpose of the job	Supporting project management across all live projects and ensuring effective management of the –project team; providing a best in class customer experience throughout the delivery of all projects and compliance with contractual requirements.
Main objectives and goals	<ol style="list-style-type: none"> 1. Provide support to the Regional Contract Manager with day to day running of the project delivery team and its output 2. Manage the project delivery team and its output in line with individual project KPIs and targets 3. Ensure contractual commitments and required levels of service quality are delivered by the supply chain 4. Oversight of KPI performance, reporting, process and management of relevant drivers

1. Provide support to the Regional Contract Manager with day to day running of the project delivery team and its output	
<ul style="list-style-type: none"> • Act as a key liaison for installers and engineers working on new projects to resolve technical or competency-based questions. • Provide day to day management of project delivery team as main point of contact for questions and guidance on customer and process queries. • Support the management of field and office operations in achieving internal and external SLAs for all projects. • Motivate and encourage the team to ensure targets are being met and personal development objectives are being achieved. 	

- Support the coordination and resolution of all customer complaints associated with the delivery of projects.
- Support the delivery of continuous improvement to project delivery through the integration of IT-based and other process enhancements.

2. Manage the project delivery team and its output in line with individual project KPIs and targets

- Complete monthly one-to-ones
- Support the completion of Annual Reviews
- Facilitate team meetings and deliver cross-project updates
- Provide feedback to the team on individual and team performance
- Support team members with coaching and training in areas of need

3. Ensure contractual commitments and required levels of service quality are delivered by the supply chain

- Support the management of installer relationships on individual projects, ensuring compliance with our contractual commitments.
- Manage all performance issues and escalated complaints, ensuring that swift and effective service recovery is in place as required.
- Work with colleagues to deliver on all compliance requirements in line with all relevant regulatory audits and Health and Safety standards.
- Drive value from the supply chain by identifying solutions to optimise volumes and values of material and invoice variations received from the supply chain outside of the contractual pricing.
- Identify opportunities for cost saving and working with the Regional Contract Manager to assist in the delivery and implementation of identified savings.
- Provide Regional Contract Manager with weekly and monthly reporting by Project, Installer, Status and throughput.
- Work with the relevant teams to provide narrative behind the reporting for KPI performance, if required highlighting areas for improvement and looking at ways to implement changes that would have a positive impact.
- Drive achievement of contractual requirements via Warmworks and the supply chain using performance management processes to deliver quality and value.

Key contacts

- Warmworks Supply Chain
- External Partners
- Survey and Inspection Teams
- Regional Contract Manager

Person specification		
Please explain how you meet the following criteria in your job application		
	Essential	Desirable
Qualifications		
Holds or working towards a professional project management qualification		✓
Experience		
Experience delivering projects in the energy efficiency industry		✓
Experience of leading a team	✓	
Skills		
The ability to interact with clients and householders	✓	
Ability to work independently and as part of a team	✓	
Excellent customer service skills	✓	
Excellent organisational and administrative skills	✓	
IT Literacy		✓
Good time management	✓	
Ability to communicate effectively at different levels within an organisation	✓	
Knowledge		
Must have proven knowledge of the energy efficiency industry	✓	
Understanding of dealing with and managing relationships, whether at the client, colleague or customer level		✓
Personal qualities and attributes		
An enthusiastic and positive person able to work on his/her own initiative with high personal standards in respect of the work ethic	✓	
Excellent problem-solving attitude	✓	
Target orientated	✓	
A commitment to equal opportunities and diversity	✓	
Other		
Full valid driving licence or other ways of fulfilling the mobility requirements of the job	✓	
Access to home broadband for syncing with office systems		✓

Staff Expectations of Management Experience

The post holder should expect and be open to:

- Effective leadership
- A positive, honest and enthusiastic working environment
- Being supported and empowered to effectively achieve objectives and goals within your role
- To be treated fairly and with respect
- To be provided with appropriate training to ensure ability to effectively carry out your role
- Regular and appropriate feedback through one to one meetings and annual review and associated processes
- Having the opportunity to feedback to manager regularly and through the annual review process
- Adhering to all appropriate Warmworks policies to ensure consistency and fairness and health and safety of you and your colleagues

Complexity

The post holder must be able to:

- Adhere to and advocate the Warmworks values and competencies
- Demonstrate flexibility and versatility

Creativity

The post holder will be required to:

- Use their own initiative to provide the best possible outcomes over a wide range of projects

Special conditions

- Some out-of-hours, overnight stays and weekend working will be required, for which time off in lieu will be given