



Job Information Pack

This pack contains the following information:

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

Job details	
Job title	Sub-contractor Co-ordinator
Job reference	WW-GSE-SCC
Location	Flexible, with the ability to travel across the London and Greater South East area

The application process	
Application deadline	Apply now – applications will be assessed as they are received and interviews for shortlisted applicants will be arranged as soon as possible
Interview date	tbc
Interview location	London (or online via Teams)
Interview format and length	Panel interview lasting no longer than 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 about this job	Jordan Price, Operations Manager, Jordan.price@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 35,000 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 across the UK.

Job Description	
Job title	Sub-contractor Co-ordinator
Job reference	WW-GSE-SCC
Salary and grade	up to £28,000 per year depending on skills and experience
Location of job	Flexible, with the ability to travel across the London and Greater South East area
Hours and terms	37 hours per week (part time hours considered)
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	Operations Manager
Responsible for	-

Purpose of the job	Effectively manage sub-contractor performance to ensure a high quality of service delivered to our customers in their home.
Main objectives and goals	<ol style="list-style-type: none"> 1. Responsible for building effective working relationships with the supply chain 2. Manage the allocation of work end to end with the supply chain, ensuring that the quality of service delivered is in line with Warmworks values 3. Monitor and review key performance indicator (KPI) and service level agreement (SLA) performance for those companies in the supply chain that you are responsible for 4. Ensure that any expectations and/or required remedial works are completed in a timely and professional manner 5. Work with colleagues throughout the business to resolve any challenges that are presented throughout the customer journey

1. Responsible for building effective working relationships with the supply chain
<ul style="list-style-type: none"> • Manage communication with supply chain; use most appropriate media to ensure that all key messages, compliance updates and regular communications flow out to sub-contractors in a timely an engaging way.
2. Manage the allocation of work end to end with the supply chain, ensuring that the quality of service delivered is in line with Warmworks values
<ul style="list-style-type: none"> • Manage allocation of works to contractors effectively to achieve agreed SLAs and KPIs at

<p>regional and national level</p> <ul style="list-style-type: none"> • Monitor the progress of works allocated through to our bespoke IT platform • Ensure that sub-contractors are meeting SLA timescales • Engage with all Warmworks internal departments when appropriate
<p>3. Monitor and review key performance indicator (KPI) and service level agreement (SLA) performance for those companies in the supply chain that you are responsible for</p>
<ul style="list-style-type: none"> • Support the delivery of contractual regional KPI performance through effective management of allocated sub-contractors and work allocation within designated areas of operation • Attend monthly performance review meetings with individual sub-contractors and maintain an accurate record of actions agreed • Share best practice across the sub-contractor team and look for ways to improve performance
<p>4. Ensure that any exceptions and/or required remedial works are completed in a timely and professional manner</p>
<ul style="list-style-type: none"> • Manage exceptions and remedials; take ownership of any issues to ensure that any remedial works identified or any exceptions preventing smooth delivery are managed through to resolution
<p>5. Work with colleagues throughout the business to resolve any challenges that are presented throughout the customer journey</p>
<ul style="list-style-type: none"> • Work closely with colleagues in other teams to ensure that Warmworks delivers a first-class service to its customers • Maintain accurate notes on our IT platform to support the customer journey • Work proactively and effectively with other teams in the business to find resolutions for any areas of concern identified

<p>Key contacts</p>
<ul style="list-style-type: none"> • Customers • Contract Management team • External partners • Survey and Inspection teams • Warmworks supply chain • Support functions

Person specification		
Please explain how you meet the following criteria in your job application		
	Essential	Desirable
Qualifications		
Good general standard of education and/or evidence of continued professional development	✓	
Experience		
Practical and relevant knowledge of energy advice schemes		✓
Relevant experience in a similar role		✓
Skills		
Excellent communication skills and ability to communicate with a broad range of people	✓	
Ability to provide meaningful feedback	✓	
Ability to communicate complex issues in a straightforward manner	✓	
Excellent organisational and administrative skills	✓	
Good time management	✓	
Personal qualities and attributes		
An enthusiastic and positive person able to work on their own initiative with high personal standards in respect of the work ethic	✓	
A team player	✓	
Excellent problem-solving attitude	✓	
Target orientated	✓	
Ability to build and maintain business relationships	✓	
An ability to work with minimal supervision	✓	
An ability to communicate and listen effectively	✓	
Additional requirements		
Access to home broadband for syncing with office systems	✓	
A commitment to equality and diversity	✓	

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, quarterly review and associated processes
- Having the opportunity to feedback to manager regularly and through the quarterly 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 Warmworks values
- 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