

***Job Description for Project Manager- Cold to Cosy Homes***

**July 2022**

**EMPLOYER:** Cumbria Action for Sustainability (CAfS)

**LOCATION:** Contractually based at our office, Eden Rural Foyer, Old London Road, Penrith, CA11 8ET, however we are open to flexible working patterns and blended home, site and office working.

**REPORTS TO:** Programme Manager.

**HOURS:** 30 hrs– 37.5 hrs a week, with flexibility to be worked across 4 or 5 days with option for compressed hours. Core office hours are 10am-3pm but these can be negotiated. Annualised hours can be considered.

**START/END DATE:** Start as soon as possible. Fixed-term contract to 30 September 2023 (with potential for extension subject to funding).

**SALARY RANGE:** £24,000-£32,000, per annum full-time equivalent, depending on skills and experience.

**LEGAL RIGHT TO WORK**: You must have a legal right to work in the UK.

**APPLICATIONS BY:** Apply using the CAfS application form. CVs will not be considered. **Application forms must be received by 9am on 10 August 2022.**

**INTERVIEWS:** Interviews will be held via Zoom between 16 – 19 August 2022.

**ABOUT CAFS:**

**Our vision** is a zero carbon Cumbria which is socially, environmentally and economically beneficial for all.

**Our mission** is to achieve net zero by 2037 or sooner by promoting and facilitating low carbon living and its benefits – inspiring and supporting individuals, communities, and organisations across Cumbria and beyond to decarbonise lives and businesses. We provide practical support for the development of low carbon plans and policies for places, communities, businesses, local authorities, other organisations, and individuals. We inspire behaviour change and seek to deliver sustained shifts from high to low carbon emissions through new social norms and influencing key policies, strategies, and funding streams.

We are expanding our Cold to Cosy Homes service (www.cosyhomes.org.uk) to deliver more free home energy advice support across all districts of Cumbria. The service supports vulnerable people who may be living in cold, draughty, or damp homes and includes:

• Advice about home energy efficiency by telephone and in-home by trained CAfS employees and contractors.

• Events and training about home energy efficiency for householders and volunteers.

• The installation of energy measures such as draughtproofing, low energy light bulbs and insulation by professional installers.

We also increasingly offer a range of commercial services to householders for energy audits and advice.

**MAIN PURPOSE OF ROLE:**

* Lead the delivery of CAfS Cold to Cosy Homes service along with other winter warmth services to clients across Cumbria, such as energy audits.
* Develop the services to meet new project requirements, to meet service demand, to improve efficiencies and outcomes, and to generate income.
* Lead the team of staff and contractors.

**KEY RESPONSIBILITIES AND TASKS**:

Service Delivery and Development

* Deliver Cold to Cosy Homes and other services by managing a team of 8 employees and 10 contractors.
* Deliver high quality customer advice services through managing customer services processes and embedding a customer focussed delivery ethos within team.
* Raise the profile of services and CAfS more widely through delivery of webinars, events and training for community groups and members of the public.
* Coordinate team activity and schedule work to deliver the services using available systems including CRM, telephony system, forecasts and management information.
* Lead the improvement of business processes and systems, such as CRM and telephony, to meet targets and expand service.
* Embed a customer focussed and efficient delivery ethos within the team and develop team members’ skills, though guidance, coaching and training.
* Scan for new innovations in the area of home energy and winter warmth advice services which could be beneficial in Cumbria.
* Lead on the development of resources for marketing winter warmth services in collaboration with the marketing team.

Finance and Budgets

* Manage budgets and submit reports to funders.
* Plan resources including team capacity projections, colleagues’ contracts and/or recruitment according to budget.

Forecasting, reporting and performance management

* Ensuring weekly and monthly performance reports on service delivery are produced.
* Write regular reports and evaluation to project funders, CAfS management team and CAfS Trustees.
* Manage quality assurance processes through effective performance management, including feedback and coaching of the team.

Partnership Working

* Work with existing project partners and develop new partnerships to expand energy services across the area.
* Lead regular partnership meetings chaired by CAfS as well as participate in meetings of stakeholders and funders.
* Lead on developing the CAfS Energy Champion network <https://cafs.org.uk/get-involved-in-cold-to-cosy-homes-cumbria/>
* Line manage team providing regular one to ones, coaching and support.
* Work with Programme Manager to develop services.

Others

* To work with the wider CAfS staff team to carry out any other task or project required from time to time, as directed by the Manager or Trustees.
* To contribute to the on-going work of CAfS generally, including attending appropriate networking meetings, team meetings and training sessions.
* Raise additional funds alongside Programme Manager, other CAfS Project Managers and the Development Manager to expand services provided.
* Deputise for Programme Manager occasionally.

***Person Specification***

**Essential skills and attributes:**

• Proven experience in an operational leadership role.

• Proven budgetary experience, including writing budgets and managing staff capacity.

• Proven experience in planning and delivering projects

• Experience of monitoring and evaluating projects.

• Experience complying with data protection regulations and ensuring systems and team activities are compliant.

• Ability to deliver workshops and speak confidently to a wide range of audiences.

• Experience of tendering, letting and managing contracts and writing funding and partnership agreements.

• Experience providing quality assurance and handling customer complaints Experienced team leader.

• Excellent written and verbal communication and IT skills.

• Ability and willingness to prioritise, work to deadlines and juggle multiple priorities.

• Ability to work flexibly including evening and weekend working by agreement.

* Ability to travel independently throughout rural Cumbria.

**Desirable criteria**

The following attributes are **desirable** but not essential:

* Experience of securing grant funding and tenders.
* Experience of contact centre coordination roles, including scheduling, call monitoring or similar in a customer service delivery role.
* Experience of building partnership projects.
* Budgetary experience in a service delivery setting, including writing budgets.
* Experience providing services to vulnerable customers.
* Knowledge and understanding of sustainability issues and an interest in the objectives that CAfS seeks to deliver.
* Experience organising events and workshops including online events.
* Knowledge of buildings energy efficiency and a relevant qualification.
* Experience of providing home energy advice.
* An existing network of contacts in Cumbria or demonstrable ability to build networks rapidly.

If you would like more information about the role, please email: andrew.northcott@cafs.org.uk