



Job Description for Project Manager - Energy Services

March 2024

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 3, 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 31 March 2025 (with potential for extension subject to funding).

SALARY RANGE: £26,000 - £34,000 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: 3 April 2024

INTERVIEWS: TBC

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 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 customer service operational aspect of Cold to Cosy Homes Cumbria.
- Develop and manage new project and contract requirements, to meet service specifications and client demand, to improve efficiencies and outcomes, and to generate income.
- Line management of the team.

KEY RESPONSIBILITIES AND TASKS:

Service Delivery and Development

- Deliver Cold to Cosy Homes and other building energy services by managing service delivery operation, including back-office staff and systems, in collaboration with existing and new partners.
- Deliver high quality customer advice services through managing customer services processes and embedding a customer focussed delivery ethos within team.
- 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, through guidance, coaching and training.
- Scan for new innovations in service delivery which could be beneficial in Cumbria.

Finance and Budgets

- Support budget management and resource management processes, updating and reporting, in conjunction with other PMs and Programme Manager and reporting to funders.
- Plan resources including team capacity projections, colleagues' contracts and/or recruitment according to budget.

Forecasting, reporting and performance management

- Ensure weekly and monthly performance reports on service delivery are produced as required.
- Write regular reports and evaluation to project funders, CAfS management team and CAfS Trustees.
- Feedback into Quality Assurance process from operational perspective.

People Management

- Line managing the customer administrator delivery team, currently 4 employees, providing regular one to ones, coaching and support.
- Work with management team to develop service delivery.

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.

Person Specification

Essential skills and attributes:

- Relevant qualification or at least 1 year's proven experience in an operational leadership role.
- Experience of managing customer services including systems, processes and compliance.
- Experience managing team members work schedules and deploying teams to deliver services.
- Proven skills and experience of providing high-quality customer service.

- Proven experience in planning, monitoring, evaluating and delivering projects.
- Experience complying with data protection regulations and ensuring systems and team activities are compliant.
- Experience providing quality assurance and handling customer complaints.
- Experienced in leading customer service operations.
- 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 providing services to vulnerable customers.
- Experience of contact centre coordination roles, including scheduling, call monitoring or similar in a customer service delivery role.
- Proven budgetary experience, including writing budgets and managing staff capacity.
- Budgetary experience in a service delivery setting, including writing budgets.
- Experience of securing grant funding and tenders.
- 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.