



PROGRAMME MANAGER HOME ENERGY AND COMMUNITIES

JOB DESCRIPTION

THE EMPLOYER: Cumbria Action for Sustainability (CAFS)

LOCATION: Contractually based at our office, Eden Rural Foyer, Old London Road, Penrith, CA11 8ET, however, homeworking can be agreed.

REPORTS TO: Chief Executive

HOURS: 30 hours per week

START DATE: March 2025

SALARY RANGE: Band D | £33,900 to £43,900 pa full time equivalent. Starting salary is subject to negotiation and is dependent on skills and experience.

DURATION: Permanent

Application: Please submit your application form by 9am on Monday 20 January. Interviews will be held in person at CAFS' office on Tuesday 28 January. If this date is unsuitable for you, please do let us know so that we can explore an alternative arrangement.

ABOUT CAFS

We are an award-winning charity and the leading organisation providing advice, inspiration and support for action on climate change in Cumbria. Our vision is a zero carbon Cumbria that 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 individuals, communities, and organisations. We inspire behaviour change and

seek to deliver sustained shifts from high to low carbon emissions through enabling new social norms and influencing key policies, strategies, and funding streams.

This is a fantastic opportunity to join a thriving and growing organisation of friendly, skilled and highly supportive colleagues, that plays a crucial role in helping Cumbria tackle the climate crisis. We encourage and welcome applications from suitably skilled candidates from all walks of life.

CAFS HOME ENERGY AND COMMUNITIES TEAM

The Home Energy and Communities Team enables individuals and communities to take actions which reduce fossil fuel use as well as delivering multiple benefits to people's lives and livelihoods.

There are two key strands to its work:

Home energy:

- Our flagship Cold to Cosy Homes programme supports eligible households across Cumbria with energy efficiency measures.
- Our growing Retrofit Service supports households with more comprehensive retrofit measures – delivering Home Retrofit Plans and ongoing bespoke advice to households to help them implement improvements.

Working with communities:

We have a number of projects which focus on inspiring and enabling communities to take action on climate change, mostly delivered in partnership with local volunteer sustainability groups. Key projects are;

- Our suite of 'Made Easy' projects, which aim to reduce barriers to change by engaging with communities to help increase the uptake of low carbon technologies, such as domestic solar panels and electric vehicles.
- Supporting local consideration of opportunities for community renewable energy generation.

The Team carries out consultancy as well as delivery projects - engaging contractors and other specialists to deliver work. A number of our projects and services are funded by a combination of grant sources, with different timescales, targets and funder conditions, so careful resource management is key to this team's success.

MAIN PURPOSE OF ROLE:

- To lead the development, coordination, delivery and evaluation of CAFS's wide range of home energy and communities related projects and services.

- To oversee project budgets and timelines to ensure staff resources are in the right place at the right time across the range of workstreams.
- To oversee existing funding and secure new funding to ensure the vital work of this skilled team can continue.

KEY RESPONSIBILITIES AND TASKS

Project and service development and management

- Take lead responsibility for the delivery of a wide range of home energy and communities related projects and services – ensuring priorities and resources are balanced.
- In conjunction with the Development Manager, project managers, and the Zero Carbon Cumbria team, develop new areas of work and secure the resources to deliver them through grants applications, contracts, sponsorship or other income streams
- Strengthen existing and build new strategic external partnerships in order to develop and deliver new projects, services and programmes collaboratively.
- Ensure the teams' various projects and services are integrated, complementary and deliver shared goals.
- Liaise with other senior managers outside of the Home Energy and Communities team to ensure compatibility with projects and services across CAfS.
- Work strategically with the marketing team to ensure projects and services reach and engage target audiences.
- Ensure the development and application of appropriate approaches to the monitoring and evaluation of projects and services so that impact can be measured and communicated.
- Support project managers to successfully deliver their project targets, liaise with funders and submit excellent project monitoring reports.

People management

- Ensure team capacity and capabilities meet the needs of our projects and services.

- Work with project managers to define team roles, training needs and help to recruit staff and contractors as required.
- Enable the team to innovate and thrive through both individual and team meetings and through formal and informal performance management which ensures staff wellbeing, ability to deliver, training and development.
- Line manage, appraise and support four project managers.

Budget and risk management

- Responsible for the overall team budget – ensuring that the total team annual salary budget is met, that projects are adequately staffed and that any gaps in funding are flagged to management colleagues and Board and solutions agreed.
- Support project managers to help ensure their budgets align with both funder and internal CAfS budgeting processes.
- Work closely with the finance team to manage the contribution of project budgets to core costs and help resolve budget queries.
- Work with project managers to identify and actively manage project and service delivery risks.

Strategic management

- Help maintain CAfS's reputation, both locally and nationally, as a specialist in the field of home energy and community action.
- Actively contribute to management group meetings and activities, including the review and development of CAfS strategy and operational policies, and the management of organisational risks.
- Raise the profile of CAfS and related projects through attendance at strategic partnership forums, events and training, and through the media.
- Report to Chief Executive and Board of Trustees on progress, learning and impact.
- Ensure the provision and sharing of expert advice and best practice to colleagues and externally as required.

Other responsibilities

- Ensure compliance with CAfS policies, procedures and guidance, GDPR, procurement, and contribute to the organisational development of these.

- Work with the rest of the staff team to carry out any other task or project required from time to time, as directed by the chief executive or trustees.
- Contribute to the on-going work of CAfS generally including attending appropriate team meetings and trainings.

Person specification

Essential skills and attributes:

- At least five years of relevant experience of which at least two are in a senior role.
- Proven ability to lead and support a team of people.
- Excellent problem solving and analytical skills, with the ability to absorb detailed or technical information provided by others, and identify the key issues that need to be addressed.
- Proven expertise in resource management, particularly staff capacity and budgets.
- Fundraising experience, particularly the ability to act quickly on opportunities and attract contract and grant funding.
- Experience of co-ordinating multiple projects.
- Proven ability to build networks and relations with people and organisations.
- Demonstrable knowledge of sustainability issues and decarbonisation.
- Experience of risk management.
- Excellent verbal and written communication and understanding of how to engage an audience.
- Good IT skills, including of Excel which we use to manage project budgets.
- 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.
- Personal commitment to the objectives that CAfS seeks to deliver.

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

- Experience or awareness of techniques for engaging communities.
- Experience of delivering advice and expertise to diverse audiences.
- Knowledge of buildings energy efficiency and retrofit.
- Knowledge and experience of project evaluation techniques.
- Knowledge of community renewable energy initiatives.
- Experience of delivering high quality customer service.

