

Job Description

Role Title	Programme manager – (WYCA)
Job Family & Category	Project/programme management: Programme manager
Team	Energy
Line Manager	Head of operational delivery, energy
New/ Existing Role	New
Perm/ Fixed Term	Permanent
Resource and Management Responsibilities	<ul style="list-style-type: none"> ▪ Budget responsibilities (circa £1.2M per annum). ▪ Contractor responsibilities ▪ Line management of a Programme Support Officer.
Job purpose	<p>The role has been created to lead the delivery of an exciting new regional programme in West Yorkshire to support householders to progress with domestic energy retrofit. The role will lead a consortium of partners to deliver a one stop shop providing remote advice, in person advice, home visits and retrofit installation coordination across the West Yorkshire Combined Authority Area.</p> <p>The role will be fundamental in developing strategic partnerships across the area including unitary authorities, energy companies and finance partners. The role will also lead on the quality management of the programme, working with the partners to ensure high quality delivery.</p> <p>You will lead the programme, managing the client relationship and consortium partners. You will provide programme management, partnership management and contract management capability. You will coordinate the local delivery team of subcontractors as well as liaise with local partners and supply chain in the region. You will also play a vital role in stakeholder management and be instrumental in securing additional income for future work for the programme.</p> <p>The successful candidate must be located in the West Yorkshire Combined Authority region (Bradford, Calderdale, Kirklees, Leeds and Wakefield)</p>

<p>Key responsibilities</p>	<p>Programme management and delivery</p> <ul style="list-style-type: none"> ▪ Lead the successful delivery of the programme. ▪ Manage the programme to budget, scope and plan in line with agreed methodologies, including project planning, resourcing, client engagement, financial management, change management and reporting, as may be required by the contract(s). ▪ Manage the quality of the programme including ensuring the quality of the work delivered by consortium partners. ▪ Lead the client relationship ensuring strong contract management. ▪ Work closely with advice centre and marketing and communications colleagues as well as sub-contractors in the meeting of key performance indicators, quality and client expectations, with a focus on continuous improvement. ▪ Identify, record, and manage project risks, assumptions, issues and dependencies, escalating as necessary. ▪ Manage financial performance of the programme, working with relevant financial business partner to update TMI (budget software) and planning tools to ensure accurate financial reporting. ▪ Lead on client reporting requirement and manage MI reporting needs. ▪ Establish new or adapt existing processes and policies to underpin the delivery of the programme, to ensure efficiency and service excellence. ▪ Lead the programme team, providing direction and support, including coaching, to bring alignment to programme priorities. <p>Lead client and stakeholder management</p> <ul style="list-style-type: none"> ▪ Develop and maintain strategic partnerships within the WYCA area. ▪ Lead, maintain, and develop relationships with funders and key stakeholders including local partners, acting as ambassador of Energy Saving Trust values, to build the profile of the programme across West Yorkshire.
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	<p>Support business development for the programme</p> <ul style="list-style-type: none"> ▪ Work closely with business development colleagues and input into proposals to secure additional income or future work for the programme. ▪ A willingness to learn about and support our efforts to become a more diverse, inclusive, equitable and sustainable organisation. <p>Within one month, you will:</p> <ul style="list-style-type: none"> ▪ Meet with key colleagues, including stakeholders and partners in the region. ▪ Complete the corporate induction programme. ▪ Agree your objectives for first 6 months. <p>Within three months, you will:</p> <ul style="list-style-type: none"> ▪ Have developed and honed your knowledge of the programme, with an understanding of all aspects of delivery and proactively monitoring progress against targets. ▪ Be leading a regional steering group of local stakeholders and delivery partners to monitor performance of the programme. ▪ Be representing the programme at stakeholder and partnership meetings / events. <p>Within six months, you will:</p> <ul style="list-style-type: none"> ▪ Be leading the team effectively, working collaboratively with stakeholders, supply chain and partners so that the programme is realising its potential to support householders' progress in their retrofit journey. ▪ Seek out opportunities to secure further funding by working closely with the client and business development team.
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<p>Knowledge, skills and qualifications required</p>	<p>Essential:</p> <ul style="list-style-type: none"> ▪ Significant experience working in a project or programme management environment, ideally also in the establishment of new projects or programmes, with extensive project management skills/experience and/or a relevant recognised qualification. ▪ Demonstrable track record of delivering results, managing the quality of a programme or service, and strong budget management skills and commercial acumen. ▪ Client management experience, ability to create partnerships with external organisations, and excellent customer-focused orientation with an understanding of key factors affecting customer satisfaction in service delivery. ▪ People management experience and highly self-motivated with the ability to work autonomously, take initiative, analyse and solve complex problems, present and deliver workable solutions, and make decisions. ▪ Highly organised with good attention to detail and ability to manage multiple priorities, with well-developed communication and interpersonal skills to work with dispersed colleagues and project partners. ▪ Good IT skills, particularly MS Word, MS Excel, and databases. ▪ Local area knowledge by being based in the Calderdale, Leeds, Bradford, Kirklees or Wakefield area. <p>Desirable:</p> <ul style="list-style-type: none"> ▪ Knowledge of energy efficiency, low and zero-emissions heating, and renewable energy. ▪ Experience working with government funders. ▪ Experience of developing and/or delivering advice services.
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