



## ROLE PROFILE

**Job Title:** Team Lead (Advice, HES)      **Department:** Energy Advice & Advocacy  
**Job Holder:**      **Date:** May 2019

### 1 MAIN PURPOSE OF THE ROLE

The post holder will manage the operational delivery of a team of advisors within the Home Energy Scotland advice team, where appropriate delivering specialist services as part of your role. You will lead a culture of continuous improvement, supporting the team to deliver high quality services to the customer group whilst achieving key targets and objectives.

### 2 SCOPE OF ROLE (Key Accountabilities)

- Manage a team of advisors, ensuring key targets and objectives are achieved
- Monitor and manage performance against key performance indicators for contract management, compliance and continuous improvement
- Lead, motivate and develop colleagues to enable them to provide high quality services and sustain a positive culture
- Identify trends through the use of data and implement actions for continuous improvement

The post holder will:

- Set and implement individual and team performance targets and objectives
- Implement a performance management framework to support the achievement of targets and objectives
- Responsible for ensuring customers receive an excellent standard of service and positive customer journey
- Have responsibility for ensuring your team achieves targets
- Provide continuous coaching and training to support the ongoing development of your team
- Have responsibility for ensuring your team achieves all quality and customer satisfaction standards
- Ensure delivery is managed within the agreed service levels
- Handle escalated complaints within the appropriate guidelines
- Work collaboratively with colleagues across the Home Energy Scotland network to share best practice and implement service improvements
- Positively represent the service at appropriate meetings, conferences and seminars
- Have the ability to manage a team within a multifaceted complex project, in a fast paced environment
- Input to management of risk, governance and quality across the operational business unit ensuring good governance, including fraud and assurance measures
- Plan, organise and manage workloads ensuring project plans are achieved and aligned with wider business plans

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### **3 EXPERIENCE, QUALIFICATIONS AND SKILLS LEVEL**

- Able to demonstrate the competencies required to undertake this post
- Experience of managing a team within a customer focused environment
- City and Guilds Energy Awareness level 3 qualification
- Demonstrate a commitment to continuous learning and development
- Excellent interpersonal, relationship building and influencing skills
- Highly proficient in the use of technology and key software packages
- The ability to manage a team and coach for success
- Proven performance management skills
- The ability to lead a team, multi-task and prioritise a varied work plan
- Analytical and problem solving capability
- Excellent planning and organisational skills
- Able to work on own initiative and judgement to resolve issues independently

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### **4 ADDITIONAL REQUIREMENTS**

- Health, safety and wellbeing are key aspects of all posts and it is vital that the post holder has key responsibilities for promoting the health, safety and wellbeing of themselves, clients and colleagues
- Role model for Equality, Diversity and Inclusiveness
- Subject to appropriate security and background checks
- All Wise Group colleagues should exhibit environmental awareness and adhere to our ISO 14001 management framework
- Individuals are expected to behave in a manner that exhibits the Wise Group values of nurturing positive relationships, acting with integrity, driving growth and engaging through communication
- Ability to work flexibly to meet the business needs
- A full UK driving licence is preferred but not essential