



ROLE PROFILE

Job Title: Team Lead (Operations)

Department: Energy Advice & Advocacy

Job Holder:

Date: May 2019

1 MAIN PURPOSE OF THE ROLE

The post holder will manage the operational delivery of the Home Energy Scotland project within the business unit. You will lead a culture of continuous improvement, supporting the team to deliver high quality services to the customer group aligned to organisational strategy, business plans, contractual obligations and financial goals.

2 SCOPE OF ROLE (Key Accountabilities)

- Manage operational activities to achieve contractual obligations and business goals
- 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
- Manage project resources and budget to maximise value
- Managing project compliance with relevant policy, procedures, contractual and legislative obligations

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
- Have responsibility for ensuring all project targets and contractual obligations are achieved
- Responsible for ensuring all quality and customer satisfaction targets are achieved
- 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
- Act as the key liaison with the funder and other colleagues on all operational issues
- Ensure effective workforce planning to ensure customer demand is met within agreed service levels
- Work collaboratively with colleagues, partners and stakeholders to ensure the service is aligned with local and national programmes

3 EXPERIENCE, QUALIFICATIONS AND SKILLS LEVEL

- Able to demonstrate the competencies required to undertake this post
- Educated to degree level or equivalent professional experience
- Experience in an operational management role is preferred
- Excellent communication skills, including presentation and report writing
- Experience of resource planning, customer experience metrics and quality requirements
- 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
- Analytical and problem solving capability
- Excellent planning and organisational skills
- Able to work on own initiative and judgement to resolve issues independently

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