



w i s e g r o u p

Operations Manager (Home Energy Scotland)

The Wise Group

The Wise Group is on a mission to transform people's lives.

- The Wise Group is a leading social enterprise working to lift people out of poverty. As an enterprise, we build bridges to opportunity for the most vulnerable in our society.
- Every day we support our customers into jobs, work to lift people out of fuel poverty, and help people coming out of prison to build a better future. Our work is varied and underlying everything we do is a passion and commitment for social justice and a fairer society for all.
- We know how important it is to nurture a positive culture that is focused on the delivery of high quality, continually improving and compassionate support.
- Shaping a positive culture and promoting our values is a vital aspect of this role. Our values being:
 1. We go the distance, so our colleagues and customers reach a positive and sustainable future.
 2. We are ambitious to make a real difference every day; socially, financially, and culturally.
 3. We hurdle boundaries and innovate.
 4. We thrive through collaboration, kindness and learning together.
 5. We celebrate and respect individual difference.

The Role

- To manage the operational delivery of the Home Energy Scotland energy advice team.
- 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

You'll take ownership for

- 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
- 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
- Manage your team within a multifaceted complex project, in a fast-paced environment
- 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

About you

- 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
- Experience of managing a team remotely

- Personal Drive – Reflects the ability to be resilient and to achieve through repeated effort.

- Concern for Impact – Reflects the ability to select the appropriate behaviour in order to influence colleagues, customers, and stakeholders to achieve a specific outcome.
- Capability Management – Reflects the ability to set self and others’ objectives that directly contribute to the overall enterprise objectives and review these regularly within ‘My Contribution’.

optimism, and belief in own capabilities.

- Humility – Reflects the ability to lead from behind, as a hidden hand, and not from the perspective of personal ego.
- Integrity – Reflects the ability to work ethically and to share the enterprise value of honesty.

The Behaviours

How we do things needs to be at the heart of what we do and how we go about doing it. Success is knowing our values and behaviours and using them to manage our decisions and actions. The behaviours most important to this role are:

- Equity and Diversity – Reflects the ability to support a diverse and inclusive workplace to achieve a competitive advantage.
- Self-Belief – Reflects the ability to project self-confidence,

We succeed when we work together.

Here’s who you’ll be working with regularly:

- Home Energy Scotland Advice Team
- Colleagues across the enterprise
- External Stakeholders

- The main responsibilities of this role are described here. As our needs as an enterprise change, we may need to make reasonable changes from time to time.

More about working for us

There's lots of great stuff about working here. For full details pop over to our webpages.

Our mission is critical and the work is important, but so is your life. We have put together a benefits package, including exercise and mental wellbeing sessions, that mean you can live and work well.

All of our roles benefit from a 'Remote First' approach, giving you flexibility. Need to start late, finish early or fancy a change of scenery? That's fine, our Remote First approach focuses on what you achieve, not presenteeism. With many different working patterns in place, let's discuss what works best. **We're ready to chat.**



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Building bridges to opportunities

www.thewisegroup.co.uk

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