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| Job Title | ECO Operations Manager |
| Reports To | Commercial Director |
| Job Location | Office-Based at AgilityEco office in Sutton with flexible working arrangements. |
| Remuneration | £40,000- £50,000 depending on experience and participation in annual discretionary bonus scheme |
| Hours | 37.5 hours per week with 25 days annual leave, plus additional 1 day per year of service up to 30 days, and bank holidays. |
| Purpose Statement | <p>AgilityEco is a fast growing business that has established a leading position in the financing and delivering energy efficiency programmes and energy sector consultancy services. Our clients include major energy supply companies, Local Authorities, Housing Associations and industry supply chain partners such as installers of renewable energy technologies.</p> <p>An essential aspect of our business is managing our Energy Company Obligation (ECO) delivery in partnership with many partners. ECO is a highly complex and regulated activity requiring robust technical, operational and commercial skills.</p> <p>In order to manage our ECO activity, the role of ECO Operations Manager has arisen, holding primary responsibility for all operational management for this department. It will involve a varied and challenging workload, within a constantly evolving business environment. You will join an existing successful, high-performing team and gain invaluable insight into the low-carbon and energy sectors.</p> <p>The role would suit an individual with previous operational management experience in technical or administrative functions, including people management. Prior ECO experience would be highly desirable but optional. You will need to demonstrate relevant operational, team management and interpersonal skills.</p> <p>The ideal candidate is expected to lead our ECO operational requirements, manage a team of compliance analysts, produce detailed reports and MI, and work alongside our ECO Compliance and ECO Delivery Managers to drive improvement of this function.</p> |
| Responsibilities | <ul style="list-style-type: none"> • Operational management: <ul style="list-style-type: none"> • Planning, tracking progress against deliverables, monitoring KPIs and reporting to senior management. • Own ECO compliance processing function, associated SLAs and drive process improvement • Work with broader business leads to provide operational support where workstreams overlap with ECO. • Reporting: Produce detailed reports on this function and provide insights on areas of improvement, enabling the ECO Compliance Manager to drive compliance improvement across our supplier network. • Partner Analysis: collate information on each supply chain partner and operating practices and share insights with the team to help drive future delivery/contracting strategy. • Regulations and policy interpretation: keep abreast of all relevant Government and Regulator guidance, policy proposals and legislation |

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| | <ul style="list-style-type: none"> • Team management: manage a team of nine staff and conduct regular development meetings • Other: any other reasonable duties commensurate with the post, which may be allocated from time to time. |
| Dimensions of Role | The job holder will report directly to the Commercial Director and work closely with Contract Managers, ECO Compliance Manager and ECO Delivery Manager overlooking a sizable established team. |
| Working Relationships | The role will involve a close working relationship with the AgilityEco senior leadership team, with other business and partnership development managers, and with a large number of funders and supply chain providers. |
| Skills, Knowledge and Expertise | |
| Essential Knowledge and Qualifications | <ul style="list-style-type: none"> • Strong operational and partner management skills • Proven experience in managing internal and external stakeholders • Excellent reporting/presenting ability. • Exceptional leadership/mentoring skills • Data analysis and production of MI including advanced use of MS Excel |
| Desirable skills and experience | <ul style="list-style-type: none"> • Knowledge and experience of the Energy Company Obligation (ECO) • Understanding of the retrofit industry and the processes involved in the installation of insulation, heating and renewables into domestic properties • Knowledge of other grant-funded retrofit and energy efficiency programmes; Green Homes Grant LAD, Home Upgrade Grant and Warm Homes Fund • Experience of designing and delivering large scale consumer programmes. |
| Person Specification | <ul style="list-style-type: none"> • Ability to work without supervision, under pressure and to tight deadlines • Able to identify and influence external stakeholders • Self-motivated, driven and proactive with a high level of initiative • Excellent verbal, written communication and interpersonal skills • Ability to manage and prioritise multiple tasks, highly organised • Critical thinking and problem solving skills • Ability to maintain highest level of confidentiality |