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| **Role Title** | **Energy and Utilities Senior Manager** |
| **Job Family** | **Property and Delivery, Economic Growth** |
| **Competency Level** | **Senior Manager** |
| **Pay Scale** | **PO10** |
| **Purpose** | |
| To lead, plan, develop and deliver an expert professional service for the Council’s Energy Management function. To develop and implement an Energy Strategy which manages the Council’s utilities contracts across its corporate and housing estate of c. 500 assets, ensuring the Council maximises service outcomes in relation to cost and corporate priorities including the Climate Emergency.  To strategically plan energy consumption reduction projects, programmes and culture change that reduce the Council’s energy costs, consumption and support the Council’s response to the Climate Emergency.  Reporting to the Director of Capital Strategy and Portfolio Management the postholder will manage staff responsible for service delivery / support within the service area. | |
| **Generic Accountabilities** | **End Results/ Outcomes** |
| Plan and ensure service delivery within a complex / diverse service area. Control operational activities within the service area and ensure professional standards are delivered. | The service is delivered to the quality, Council, professional and legislative standards required.  Integrated service development and delivery is informed by client, partner and stakeholder views, latest thinking, good practice and legislative requirements.  Corporate strategies are effectively implemented within area of responsibility.  Service delivers excellent customer service. |
| Manage responses to complex professional or politically sensitive issues within the area of responsibility.  Manage key relationships with delivery partners /providers /suppliers to commission / manage / evaluate / enhance appropriate service delivery / capacity within area of responsibility. | Expert opinion, advice, supports and interpretation is provided on all aspects of the area of responsibility, including major decisions.  Major issues are managed through to a satisfactory conclusion.  Feedback and complaints procedures are developed and managed. Complaints are effectively resolved.  Customer outcomes are clearly understood and specified.  Services / goods are delivered on time, to budget and standards agreed.  Opportunities to improve delivery / capacity of provision are proactively identified and actioned.  Suppliers and supply chains are resilient and adaptable to meet changing needs.  Expected operational efficiencies are realised. |
| Develops service plans to meet strategic business goals. Ensure compliance with all internal and external standards. | Service plan and targets for area of responsibility are developed from Council’s overall strategic directives and agreed and communicated within required timeframe.  Strategic and operational input is provided to wider business planning and development.  Progress against objectives is effectively monitored and delivered through robust governance frameworks. |
| Ensure the development and delivery of continuous improvements in all aspects of the service. | Improvements are developed and delivered effectively.  Stakeholder requirements are met. |
| Lead, motivate and develop staff to create and maintain a highly competent and participative workforce. | The team is highly competent, effective, motivated and outcomes focussed.  Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales.  Effective team meetings take place to required timescales. |
| Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives. | Resources including equipment, people, and systems are utilised optimally and efficiently.  Annual budget is planned, developed and delivered. Value for money is maximised.  Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance. |
| Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained. | The service is delivered to the quality, Council, professional and legislative standards required. |
| Implement a risk management programme and advise on issues affecting Council service areas. | Business threatening situations are recognised, planned for and managed or escalated as appropriate.  Systems and governance are in place to and respond promptly to critical events.  Continuous service is provided. |
| Ensure the successful implementation of health and safety legislation, policies and practices. | Risks to staff and others are assessed and managed.  Suitable health and safety instruction and training are provided.  There is a safe working environment. |
| **Job Specific Accountabilities:** |  |
| Reporting to the Director of Capital Strategy and Portfolio Management, to lead the development and implementation of the Council’s Energy Management Strategy. | The Council’s Energy Management Strategy and delivery plans are aligned to corporate priorities, including the Climate Emergency Strategy and achieving Carbon Neutrality by 2030.  The Energy Management Strategy is adopted and implemented by all teams across the Council.  The Energy Management Function’s annual Service Plan aligns with the Property and Delivery Service Plan. |
| To develop, manage and maintain robust financial and usage metrics for utilities usage across the corporate estate.  To demonstrate the Council’s energy performance and provide an evidence base for targeted energy reduction programmes to be implemented. | An appropriate framework/KPIs demonstrating the financial and carbon usage performance of the Council’s utilities are developed, monitored and managed.  Energy performance is measured and benchmarked against other councils.  Improvements to reduce the Council’s carbon footprint and costs are identified.  Robust data on the Council’s energy usage is maintained and provided regularly to senior management and finance leads to support corporate financial and budget management.  To develop a robust framework and KPI’s/ benchmarking to ensure a targeted approach to implementation of energy reduction programmes, maximising return on investment. |
| To ensure the Council complies with Statutory and Legislative requirements including the Climate Change Act 2008 and Energy Certification for public buildings. | The Council energy processes comply with statutory requirements, including planning policy and best practice guidance established by national and regional bodies.  Compliance with the annual energy assessment of public buildings through energy certifications is achieved. |
| To effectively manage the Energy Team and its staff (in line with agreed Council HR policies and procedures) to deliver strategic and corporate priorities. | Performance of the Energy Team is effectively managed to deliver agreed outcomes, including:  Monitoring and delivery of energy and water targets, including income generation.  Delivery of new metering and disconnections.  Utility contract management.  Payment and validation of utility invoices.  Energy audits and DEC assessments of corporate and some maintained schools.  SALIX Fund management to implement energy savings projects. |
| To lead the assessment, investigation and development of new initiatives, ideas and projects to enhance corporate energy initiatives, supporting carbon and energy reduction. | New funding opportunities with external partners are identified to enable the Council to expand its carbon reduction programme.  New energy and carbon reduction initiatives are developed based on robust evidence and data.  Energy audit reports are delivered to time and quality requirements.  Energy projects including feasibility studies, audit works and site inspections are effectively planned and delivered by the Energy Project Manager. |
| To actively lead by example and effectively manage culture change throughout the Council to reduce its energy consumption and carbon footprint.  To build networks of support and create incentives which promote staff and organisational culture change, reducing the Council’s carbon footprint. | Energy consumption is reduced across the corporate estate through organisational culture change initiatives.  Corporate endorsement and buy in to culture change initiatives that support carbon reduction and lower consumption is achieved.  The impact of culture change is measured through KPIs and data. Successes of measures taken can be demonstrated. |
| To lead the effective and efficient procurement and contract management of the Council’s utilities (gas, electricity and water).  To build and maintain robust relationships with utilities providers that support service delivery. | The Council’s utilities contracts demonstrate value for money to the Council and support carbon reduction and other corporate priorities.  Procurement processes to tender contracts, including technical and financial evaluations are managed to time and quality expectations.  Cabinet reports and other business management reporting requirements related to contract awards and their ongoing management are produced to the appropriate standards.  Energy and utilities bills administered by the team are paid to suppliers on time. |
| Provide expert advice, information, interpretation and support on technical / professional issues related to the Energy Performance of Buildings (England and Wales) Regulations 2012.  Provide energy and consumption advice to initiate and manage specialised audits and feasibility studies, including those from external consultants. | Council staff are provided with timely and accurate information on energy management and efficiency, including low carbon aspects of new build and refurbishment schemes.  Staff know where to find advice on energy/carbon reduction and signposting support.  Stakeholders (suppliers, cost centre managers and financial services team) are briefed where appropriate on related activity to costs, billings issues, carbon management etc.  Specialised audits and feasibility studies are commissioned as required and managed effectively. |

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| **Nature of Contacts**  Senior managers, directors, members and equivalent level external contacts, key stakeholder’s partners and providers, to identify / meet requirements, generate and co-ordinate original ideas and develop council and partnership wide policy and service delivery. To provide expert advice, guidance and support on highly complex / sensitive issues. Communicate changes in policy, strategies and working practice both internally and to partner organisations / stakeholders.  Build and sustain effective relationships with all internal and external stakeholders. Work in partnership with internal and external contacts to develop and maintain joint working and promote the Council position. Co-ordinate partnership working activities and internal / external working groups. Influence their decisions. |

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| **Procedural Context**  Manage highly complex / high risk issues within a framework of policy and regulatory guidelines. Objectives and targets are developed and agreed in line with service plan. High level of discretion and use of initiative in deciding what course of action to take. Exercise expert judgement in assessing complex stakeholder requirements, potential risk and managing quality assurance of service.  Significant expert knowledge and significant experience is required to resolve highly complex issues and proactively anticipate and mitigate problems. Design and develop innovative solutions which enhance the quality and efficiency of services and reputation of the council.  Occasionally the post will be expected to work from other locations.  The postholder will report to the Director of Capital Strategy and Portfolio Management. |
| **Key Facts and Figures**  Responsible for contract management of c. 24,000 utilities supplies and c. 2,700 utilities accounts, including payment and validation of invoices (c.£10 million pa).  Enable others to understand changes and developments in relevant area and learn new processes / procedures.  Responsible for ensuring contractors / providers deliver to agreed standards.  May manage project teams of both internal staff and external contractors / consultants. |

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| **Resourcing**  Budget Responsibilities**:**  £4.2m utilities budget management, Capital delivery budget c. £4m.  Supervisory Responsibilities: Energy team comprising 2FTE. |
| **Knowledge, Skills and Experience**   * Experience of managing energy contracts and energy efficiency programmes for a large organisation with a large asset base. * At least 5 years’ experience in energy management, carbon reduction, building services design and / or maintenance or related field. * Experience of leading multi-million pound utility procurement and contract monitoring and management functions. * In-depth technical knowledge and understanding of energy/water/carbon reduction techniques, policies and related legislation. * Experience of effective partnership working and building positive relationships with internal and external stakeholders to deliver corporate and strategic objectives. * Ability to act as a subject matter expert to stakeholders. * Ability to provide clear, relevant technical advice to professionals in the building construction, planning and maintenance fields. * Experience of analysing technical data, running M&T processes and auditing the use of carbon, energy & water in buildings (D). * Ability to liaise and get buy in to service requirements with senior level stakeholders across a large complex organisation. * Experience of collating, analysing and synthesising complex data, compiling reports and communicating information to a variety of audiences, demonstrating a high degree of numeracy and literacy. * Experience of line managing Contract Support resources (including suppliers and interim resources), providing support, supervision, performance management and development of staff * Ability to monitor carbon emissions from a complex buildings portfolio, and to set and achieve reduction targets. * Experience of securing external funding opportunities to help achieve corporate objectives. |
| **Indicative Qualifications**  Educated to degree standard or equivalent level energy management or engineering qualification.    Relevant professional qualification such as membership to Energy Institute or CIBSE. |
| The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed. |