

## JOB DESCRIPTION

<b>Role title</b>	<b>Delivery Coordinator</b>
<b>Line Manager</b>	Senior Operations Manager
<b>Location</b>	Holywell Green
<b>Hours of work</b>	37 hours per week
<b>New/existing role</b>	Existing
<b>Starting salary</b>	£21,000 pa (salary scale: £21,000 - £28,000 pa)
<b>Grade</b>	G4 with 5% pension contribution
<b>Perm/Fixed term</b>	1.0 FTE
<b>Job Purpose</b>	<p>To lead the development, delivery and implementation of successful work programmes across: short; medium and long durations, consistently exceeding the key performance indicators and project targets. Work will include: planning; budget control, communications, reporting; line management and evaluation to ensure their successful delivery.</p> <p>The role supports the Delivery manager with project related activities, while also contributing to the development of new income streams to expand delivery of relevant activity. The role will collate learning from delivery and feedback to others in YES to develop new or expand existing programmes bringing in new sustainable income linked to the strategic direction of the business.</p> <p>Success will be measured on exceeding relevant KPI for the programmes, the use of client and stakeholder feedback that demonstrates a high level of overall client satisfaction and informs the future focus of the programme activity.</p> <p>You will be a motivated individual, able to initiate and balance competing priorities through effective and efficient work practices. With a good attention to detail you will be able to work with minimal day to day supervision.</p>
<b>Budget/resource management responsibilities</b>	<p>Budget - £4,000,000</p> <p>Resources – five direct reports</p>
<b>Critical accountabilities (between 4-8)</b>	<ol style="list-style-type: none"> <li>Management of project delivery <ul style="list-style-type: none"> <li>Own the end to end delivery process of a robust customer focused provision supported by relevant training and processes.</li> <li>Generate approaches to encourage participation in the scheme (where appropriate) ensuring the enhanced reputation of YES.</li> <li>Ensure the right resourcing levels to deliver all activities and direct activity when required.</li> <li>Seek innovation in delivery to deliver efficiency and to develop new opportunities (with others) to expand existing services or secure new</li> </ul> </li> </ol>

opportunities.

2. Governance

- Develop and maintain appropriate and robust records of delivery against KPI and project and financial targets for each project. Use this information to manage risks and ensure mitigations are in place as necessary.
- Use the metrics to Identify new opportunities to further YES activity in projects that support the development a wider sustainable income streams.
- Contribute to the development of compelling bids and proposals for new projects and activity, from your delivery experience for similar activity across YES.

3. Customer service

- Deliver activity on time and with the relevant information and support for the customer.
- Ensure a high level of customer satisfaction with the delivery.
- Treat customers with respect and manage personal data in a sensitive and secure manner.

4. Performance management

- Lead and optimize performance of direct reports and associated teams by developing staff to achieve business objectives.
- Demonstrate strong leadership though effective management that maximises available resources and skills within the team.

5. Programme improvement

- Build and maintain effective relationships with client groups, and funders, expanding the YES brand and identity in the market.
- Lead the management and improvement of information from data to better inform internal and external processes and reporting as well as business development identification.

Competency requirements	Level 1	Level 2	Level 3	Level 4	Level 5
Communication, interpersonal and negotiation skills				Yes	
Business sense				Yes	
Delivering results				Yes	
Applying knowledge and expertise			Yes		
Customer focus				Yes	
Change management				Yes	
Managing people			Yes		
Team working				Yes	
Financial awareness				Yes	

<b>Knowledge, skills and qualifications required</b>	<p><b>Essential</b></p> <p><u>Qualifications:</u></p> <ul style="list-style-type: none"> <li>Degree or equivalent standard.</li> </ul> <p><u>Experience:</u></p> <ul style="list-style-type: none"> <li>Proven experience of delivering high standard of customer service.</li> <li>Ability to work with minimal supervision.</li> <li>Motivational team leader who leads successful teams.</li> <li>Strong business delivery experience with ability to direct programmes from business needs analysis through to completion.</li> <li>Competent at writing clear and authoritative briefings and reports on delivery.</li> </ul> <p><u>Skills:</u></p> <ul style="list-style-type: none"> <li>Strong written and oral communication skills that engage senior figures, funders, programme beneficiaries, internal and external stakeholders, leading to positive action.</li> <li>Competent at prioritising and organising own work and work of team members</li> <li>Technically competent with all Microsoft Office suite.</li> <li>Persuasive with ability to elicit cooperation from a wide variety of sources, including stakeholders, colleagues, clients and other departments to achieve common goals.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Demonstrated ability to interpret and assimilate complex technical and business issues for a wide range of audiences to support business objectives.</li> <li>• Full clean driving license and flexibility to meet programme objectives.</li> </ul> <p><u>Knowledge:</u></p> <ul style="list-style-type: none"> <li>• Understanding of the key stakeholders that need to be engaged and influenced to achieve short and long term goals.</li> <li>• Awareness of the impact of renewable technology and energy efficiency installations linked to government policy such as Energy Strategy and ECO.</li> </ul>
	<p><b>Desirable</b></p> <p><u>Experience:</u></p> <ul style="list-style-type: none"> <li>• Strong project management experience including the ability to direct and manage project development from beginning to end including defining relevant project governance.</li> <li>• Familiarity of energy sector, in particular the delivery of energy efficiency projects related to Government policy.</li> </ul> <p><u>Knowledge:</u></p> <ul style="list-style-type: none"> <li>• Awareness of managing a contractor resource.</li> <li>• Understanding of Client operating pressures and how to engage and influence them to achieve short and long term goals.</li> <li>• Awareness of support available to customers beyond project delivery and how to access them.</li> </ul>