

JOB DESCRIPTION: HEAD OF GROWTH

Position:	Full-time/Permanent
Department:	Executive
Reports to:	Commercial director
Responsible for:	Developing new sustainable income streams and operational delivery
Location:	Office based (with travel to clients and sites as necessary to deliver the role)
Salary scale:	G2, 5% pension, 23 days holiday, 37 hours per week
Revision:	2 June 2025
Filename:	JD – G2 head of growth

Role:

The head of growth will be accountable for the execution of a commercial growth strategy, taking leadership and operational oversight for the development, stakeholder and project management of new pilot schemes from conception to mobilisation and monetisation.

Working with the commercial director and growth manager, you will convert the commercial strategy into a long-term plan to secure sustainable income for YES. You will consider all areas of potential growth in terms of products, services and markets (aligned to YES objects and strategy) to deliver the agreed scale of ambition defined in the business plan driving long term projects and delivery to secure multi-year sustainable income. The role holder will accelerate growth, drive efficient practices and expand YES' reputation for innovation, service quality and exceptional customer service, while remaining aligned to our core objects.

Expectations of the head of growth

- Expand secured activity in the support of YES's core goal, building appropriate capacity and capability with flexibility to maintain multiple projects and services at different lifecycle points and adapt to funding landscapes.
- Working with others, research, gather intelligence and analyse relevant markets and competitors to inform all new business development activities and remain well informed about our target sectors.
- Create innovation in the new services and products developed to optimise available tools and technology while staying true to the delivery of robust outcomes that deliver a meaningful and sustained benefit for the householders we target.
- Delivering effective and efficient operational programmes of work
- Deliver an approach which is agile, able to pursue multiple growth initiatives concurrently while still delighting the potential customer or client.
- Explore selling existing services and products to new markets and sectors, working in alignment with operational teams and existing delivery.
- Build relationships which support YES in our target markets, building and sustaining our reputation for quality, support and delivering relevant and robust solutions.

Requirements

- Proven experience at commercial senior manager level or another relevant role.
- Proven experience in sales and/or commercial development and building and managing relationships with key clients and stakeholders
- In-depth understanding of research and analysis methods leading to tangible outcomes
- Solid knowledge of performance reporting and financial/budgeting processes
- Commercial awareness partnered with a delivery mindset
- Excellent organisational and management skills which get the best out of your teams.

- Strong stakeholder engagement skills and experience.

Person specifications

Team

- The ability to work closely and support colleagues, building positive working relationships in a constructive and consultative environment, looking for efficiencies supporting the wider business to establish a positive response to newly secured sustainable activity, seeking to build in automation where appropriate.

Governance

- Demonstrate exacting standards of integrity and probity as well as working to the highest ethical standards and complying with YES values, policies and governance.

Strategic

- Experience and skills in the delivery of engaging and motivational team management building curious teams with a desire to develop and progress
- The ability to think and operate strategically and tactically.
- Demonstrate management and organisational skills, including fairness and impartiality and openness to innovative ideas and information.

Clients

- The ability to influence stakeholders positively, to achieve results in the best interest of the YES.

General

- You will be expected to always comply to Client, contract and the company's stated policies relating to customer service and equality for all customers and employees.
- You will operate within the parameters of the company's ISO and other accreditations.
- To work flexibly across all activities within YES, supporting and engaging with others to meet task deadlines, furthering the collective success of YES.

Budget/resource management responsibilities

- Budget for resources of £250k ancillary budget of £20k.
- Responsible for securing a 10% year on year growth in income at positive margins.
- Resources – three direct reports initially and a team of six (TBC).