

| | |
|----------------------|---|
| Job Title | Energy and Sustainability |
| Business Unit | Property Services Directorate |
| Grade: | Grade 7 |
| Reporting Structure: | Reports to Head of Property Services |
| Key Stakeholders: | Project sponsors (Executive team), wider leadership team and relevant operational managers, RCH Board, owners and other landlords, developers, regulatory bodies, relevant staff. |

Job Purpose:

The post holder will be responsible for planning, managing and delivering RCHG and partnership led energy and sustainability policy, projects and programmes.

As part of the role we seek to consider all means of ensuring customers have affordable heat within their homes. The role requires leading on the assessment of a Heat and Energy Network and that includes land use options appraisals and opportunities to play an active role in the creation of the Local Authorities LHEES (Local Heat and Energy Efficiency Strategy).

The role will also lead on RCH's energy assessments and stock condition surveys of our properties.

The post holder will be responsible for a range of activities, including:

- Creation of Energy, Sustainability and Climate Change Policy;
- Review of housing stock for programmes of work associated with energy improvements;
- Survey and specify large projects with responsibility for project delivery from initiation to completion;
- Lead on the changes in the legislative and regulatory environment including Scottish Housing Net Zero planning, Heat in Buildings Strategy and other relevant directives
- Successfully bidding for resources with external partners on funding options and opportunities
- Identifying project resource requirements, ensure budget alignment with the wider corporate financial plan and ensure compliance with all financial requirements at all times;
- ensuring effective governance, project and programme management
- Ensuring effective consultation, liaison and involvement of all stakeholders as appropriate;
- providing leadership and driving delivery; and
- Identifying project delivery issues and risks, and appropriate mitigations;
- Liaison with external partners on opportunities for accreditation.
- Lead on the potential for expanding RCH's existing heat networks with partners and stakeholders
- Procurement of appropriate contracts associated with energy provision and compliance

- The post holder will be responsible for establishing strong internal and external relationships and partnerships, taking a lead on liaison with colleagues across the RCHG, as well as with external partner organisations to ensure successful collaboration and project and programme delivery.

Actively promote and 'role model' RCH values and support the Group vision of 'improving lives and places'.

Key Responsibilities:

- **Policy and Strategy Development:**

- Create and review Energy, Sustainability, and Climate Change Policies.
- Develop and maintain stock condition databases and investment plans in line with energy plans.
- Oversee EESSH, EESSH2, and Net Zero Planning.
- Support the development of strategies and policies, ensuring alignment with business objectives.
- **Project Management:**
 - Lead on the survey and assessment of housing stock for energy improvements and renewable energy installations.
 - Identify, assess, and specify energy efficiency and renewable energy projects, managing project delivery from initiation to completion.
 - Conduct feasibility studies for generating renewable energy or clean heat and power.
 - Manage existing funding from RHI and relationships with Ofgem.
 - Ensure effective governance, project, and programme management.
- **Stakeholder Engagement:**
 - Establish strong internal and external relationships and partnerships.
 - Liaise with colleagues across RCHG and external partner organizations to ensure successful project collaboration and delivery.
 - Ensure effective consultation, liaison, and involvement of all stakeholders.
- **Financial Management:**
 - Identify project resource requirements, ensuring budget alignment with the wider corporate financial plan.
 - Apply rigorous financial management and business planning approaches to project management.
 - Bid for funding sources with external partners and the Scottish Government.
- **Leadership and Team Development:**
 - Provide leadership and mentoring to staff, driving project delivery within agreed timescales.
 - Develop, motivate, and empower multi-professional teams to deliver common goals.
 - Promote and role model RCH values, supporting the Group vision of 'improving lives and places'.

Expected Behaviours/Competencies:

- **Business and Improvement Focus:** Understands and demonstrates what 'perfect' looks like in their service area, leading and managing teams to achieve this.
- **Customer Focus:** Actively consults with customers, anticipates their future needs, and ensures areas of operation support each other to improve customer service.
- **Strategy and Policy Development:** Identifies potential business initiatives to enhance service improvement and supports the development of strategies and policies.
- **Financial Awareness:** Uses financial and budgetary systems for monitoring and analysis, identifying opportunities for improvements and efficiencies.
- **Managing Performance:** Champions the importance of training, development, and talent management, ensuring high performance.
- **Decision Making:** Makes effective decisions with a broad business perspective, even in the absence of complete information.
- **Teamwork:** Uses teamwork to resolve business problems and develop people, recognizing contributions and addressing conflicts positively.
- **Leadership and Role Model:** Adapts leadership style to get the best out of others, supports decisions, and acts as a role model for continuous learning.
- **Communication:** Communicates clearly and persuasively, facilitating discussions to achieve collective objectives.
- **Equalities and Diversity:** Promotes equal opportunities and reviews services to ensure non-discrimination.
- **Health and Safety:** Ensures team awareness of Health and Safety responsibilities and adopts safe working practices.

Qualifications and Experience:

- Chartered member status of a recognized and relevant professional body (e.g., Institute of Housing, Institute of Building, Royal Institution of Chartered Surveyors, Business Management).
- Significant management experience in the asset, property, and/or commercial sectors.
- Strong grasp of up-to-date energy challenges and health and safety regulations.
- Proven track record of achieving high levels of operational and business performance.
- Experience in delivering service excellence initiatives.
- First-class oral and written communication skills.
- Full driving license essential.

Key areas of responsibility (What you'll deliver): CF SLT1

- Manage and develop the relationship between RCH and its key strategic partners, including the Scottish Government, the Council, lenders and funders, and the RCH subsidiary organisations.
- Provide strategic and operational expertise to the Group CEO, ELT and other members of the SLT to help formulate the Business Plan, including the Asset Management Plan, Development Plan, Financial Plan and Value for Money Plan.
- Ensure that all relevant strategic and operational components of the Business Plan, including the Asset Management Plan, Development Plan and any subsequent Business Plans, are successfully delivered, on time and on budget.
- To develop and maintain a stock condition database and investment plans in line with Energy plans.
- To demonstrate initiative, forward-thinking and awareness of opportunities and new developments in Energy and Sustainability within the Asset Management practice of a Housing Association including technology advancements to derive maximum benefits;
- Utilise a high level and a broad range of technical skills to review and assess options for improving the asset function;
- Proactively develop and manage relationships with all relevant stakeholders;
- With an outcome focused approach, encourage and apply creative and flexible approaches in implementing change and service improvement;
- Apply a proactive approach to unblocking problems and barriers, cutting through unnecessary bureaucracy in delivering solutions that keep the project on track.
- Identify opportunities and prepare proposals to secure resources and generate efficiencies.
- Work effectively with project team members including consultants and project support staff, managing the fluctuating size of the project team over the course of the project.
- Apply a rigorous financial management and business planning approach to project management.
- Responsible for change control including negotiating of project changes and variations.
- Lead on developing and implementing effective communication strategies with partners, stakeholders and colleagues to ensure effective project outcomes.
- Apply skilful and professional negotiation techniques and advanced interpersonal skills with partners, stakeholders and colleagues to influence others to deliver outcomes.
- Develop, motivate and empower multi-professional teams to deliver to common goals.
- Coordinate the function review, including the required technical and evidence-based approach;
- Plan, manage and monitor the operational resources available for the project;
- Ensure that project risks and issues are identified, assessed, effectively managed, reviewed, recorded and reported on a regular basis.
- Work with a degree of flexibility required to perform the role falling within the general scope of the post.

- Deliver on RCH’s commitment to equality of opportunity both in the provision of services and as an employer. Promote equality in the workplace and in the services delivered.

Expected behaviours/competencies (How you’ll deliver):

| | |
|---|--|
| <p>Leadership</p> | <p>Support the Board, CEO and ELT to formulate and communicate the Vision and Business Plan to all key stakeholders. Regularly communicates business updates on performance and priorities to key stakeholders. Creates a positive organisational culture and improves employee engagement to ensure that River Clyde Homes becomes an ‘Employer of Choice’. Promotes and role models a continuous improvement mind set. Uses a flexible leadership/management style including, directing, coaching, mentoring and facilitating, depending on the situational needs.</p> |
| <p>Change Management</p> | <p>Anticipates and drives the need for change within the business area. Partners with functional director to develop change management plan. Provides clear direction, robust planning and effective communication to property care functions during times of change. Actively supports and enables key stakeholders through on-going change.</p> |
| <p>Strategy</p> | <p>Uses sector and industry knowledge to contribute to the Vision and Business Planning in the short, medium and long term. Ensures that the Vision and Business Plan are effectively communicated, and regular updates given within functional areas of responsibility. Ensure that all employees’ goals and objectives are aligned to meet the needs of the business. Provides advice and guidance to the CEO and ELT to revise and redefine business plans / objectives as new information becomes available, e.g. changes in local or national government policy.</p> |
| <p>Strategy & Policy Development</p> | <p>Defines and review functional /group strategic and operational objectives, including up to date and relevant policies and procedures to successfully deliver business plan. Regularly reviews progress against plan to ensure delivery and continued alignment with business needs.</p> |
| <p>Financial Awareness and Prudence</p> | <p>Seeks guidance and advice from the Executive Director – Group Services as required. Uses sound financial judgement and experience to ensure that the customer service functions of RCH operate all financial practices in a legally compliant manner.</p> |
| <p>Improved Efficiency & Continuous Improvement</p> | <p>You will be required to ensure the application of a strong performance culture with your team applying systems thinking to manage and improve performance across the range of key performance indicators, with a particular focus on delighting our customers. Regular action planning “walk the walk” sessions, to determine blockages or performance issues. Uses sector and industry knowledge to enhance overall business performance.</p> |

| | |
|-------------------------------|---|
| | <p>Identifies new initiatives to make significant improvements on existing systems, processes and solutions to increase effectiveness of customer service functions and of RCH as a whole.</p> <p>Continually benchmarks systems, processes, policies and procedures against other RSLs to achieve and maintain competitive advantage.</p> |
| Decision Making | <p>Takes decisions, considers risk(s) in a strategic context, sometimes with high levels of uncertainty, within the context of own role</p> <p>Involves appropriate key stakeholders in key business decisions that may impact performance / success of the organisation.</p> <p>Ensures that customer service staff operates within a framework of empowerment to make timely decisions without encountering organisational bureaucracy or internal obstacles.</p> <p>Uses up to date and accurate financial (and other) reporting to support decision making.</p> |
| Influencing & Collaboration | <p>Positively influences across all levels of the organisation, using a balanced 'push and pull' style to ensure that all key stakeholders are aligned.</p> <p>Breaks down barriers that get in the way of effective collaboration and team working by encouraging 'systems thinking' and a 'one team' approach across RCH.</p> |
| Customer Focus | <p>Lead by example to ensure that your team are a visible and familiar face within your community.</p> <p>Ensure that all members of the team take ownership of customer needs and deliver personalised solutions and display a can-do attitude at all times.</p> <p>Attend meeting with customers to lead initiatives or resolve particular issues.</p> <p>Participates and/or takes the lead in diverse group/partnerships to identify leading-edge practices in terms of service level requirements and customer satisfaction within the social housing sector.</p> <p>Ensures that RCH develops its reputation to be a 'first class', VFM service provider by anticipating its customers' needs in advance and by listening and responding to customer feedback.</p> <p>Ensure that standards of 'first class' customer service are clearly defined and delivered by all employees.</p> |
| Self-Management | <p>Is highly organised and effectively manages own time to ensure the needs of the RCH are met.</p> <p>Ensures that all tasks are delegated effectively to ensure on time delivery.</p> |
| Managing Performance & People | <p>Develops a proactive approach to ensure that both current and future employees demonstrate both technical and behavioural skills to deliver in their roles at RCH.</p> <p>Ensures that employees' goals and objectives are aligned with business needs and clear expectations of performance are communicated through the performance management process.</p> <p>Encourages active participation and feedback from all employees in the goal setting process.</p> <p>Promotes an environment where positive and constructive two-way feedback is provided on a regular basis.</p> <p>Ensures that employees have the right resources; including access to development opportunities to deliver and grow in their roles.</p> <p>Readily acknowledges and rewards contribution of teams and individual employees.</p> |

| | |
|----------------------|---|
| Team Development | <p>Active member of a high performing Senior Management Team that uses systems-thinking and a 'one team' approach to successfully deliver business performance and results.</p> <p>Takes the lead in SLT matters on areas of expertise to achieve a better outcome for RCH.</p> <p>Embeds a 'one team' approach in their function(s) and encourages cross team/functional collaboration to achieve required business outcomes.</p> <p>Ensures the continuous development of all employees, including career pathways and a succession plan is in place.</p> |
| Equality & Diversity | <p>Demonstrates understanding and sensitivity for all members of society.</p> <p>Ensures that all RCH policies, procedures, systems and processes ensure that everyone is treated fairly and with respect.</p> |
| Health & Safety | <p>Actively promotes Safety, Health and Environment (SH&E) awareness in business area and ensures that steps are taken to mitigate and eradicate any risks identified.</p> |
| ICT | <p>Supports the development and implementation of the ICT Strategy to enable achieve of RCH's goals and improved ways of working.</p> |

| |
|--|
| <p>To be successful in this role you should be able to demonstrate the following (knowledge / skills relevant to this role):</p> |
| <p>Member status of a recognised and relevant professional body, e.g. Institute of Housing, Institute of Building, Royal Institution of Chartered Surveyors, or able to demonstrate significant and management experience in the asset, property, energy sector and / or commercial related sectors;</p> <p>Significant experience and knowledge of managing relevant large third sector operations and development of business growth and operations;</p> <p>Able to demonstrate a strong grasp of up to date energy challenges and health and safety regulations, including contract management and investment delivery;</p> <p>Strong track record of achieving and sustaining high level of operational and business performance;</p> <p>Strong track record of identifying business growth opportunities;</p> <p>Experience of delivering service excellence initiatives in assigned functions;</p> <p>Able to contribute and work effectively as a key member of a high performing management team;</p> <p>Active networker who is well-known, with high levels of credibility and competence, within a relevant sector;</p> <p>Able to collaborate and influence a wide range of internal and external stakeholders;</p> <p>Experience of contributing and supporting major change initiatives and programmes with positive outcomes;</p> <p>First class oral and written communication skills</p> <p>Some flexibility over working hours is necessary to meet the requirements of the job. This includes work outside normal working hours and attendance at evening meetings.</p> <p>Full driving licence essential</p> |

| | | | |
|---|---------------------------------|---|--|
| Proposed evaluation criteria: | | | |
| No evidence presented by candidate | Limited, or inconsistent | Clear evidence demonstrated by candidate | Evidence presented by candidate above and beyond expected |

| | | | |
|--|---------------------------------|--|--|
| | evidence presented by candidate | | |
|--|---------------------------------|--|--|