

Job Title:	Senior Project Officer – Sustainability
Grade:	9
Section	Investment (Sustainability)
Reports to:	Decarbonisation and Environment Manager
Responsible for:	Project Officer – Sustainability x 2, Sustainability and Energy Advisor

The Job

Is to:

- manage the delivery of key workstreams within the Sustainability service, to deliver the WDH Sustainability Plan across the organisation – to improve the sustainability of its communities, protect the environment and combat climate change; and
- manage the delivery of the organisation's energy, decarbonisation and climate change projects, ensuring all necessary information is in place to enable undertaking of work in accordance with agreed timescales, standards, specifications and budgets;

The Bigger Picture

You will:

- manage the delivery of key workstreams and the organisation's energy, decarbonisation and climate change projects in order to realise the WDH's sustainability and climate change ambitions and targets;
- ensure delivery of business change and capital programme projects related to sustainability, closely working with service areas and teams across the business as well as external stakeholders to achieve results;
- line manage, lead and motivate a team of subject matter experts in the Sustainability Team;
- monitor and report on team performance, customer outcomes and evaluation information using internal systems;
- develop and maintain project programmes, ensuring a consistent approach to the delivery of sustainability projects, and ensuring sufficient lead in time is factored into all stages of project design and delivery;
- act as a senior client representative throughout project design, procurement and delivery, to suppliers, framework providers, professional service providers and specialist consultants;
- ensure sufficient and suitable resources are available to deliver projects including managing team delivery;

- produce and monitor specification documents for the Sustainability team for contractors and suppliers, as well as providing specialist expertise to all other parts of the organisation to improve the sustainability of specifications and contracts in other service areas;
- liaise with all specialist consultants including designers to ensure proposals/works meet the needs of the business, from a sustainability perspective, as well as legislative and compliance requirements including best practice;
- achieve cost effective delivery of sustainability projects within specified deadlines and budgets;
- undertake regular reviews, prepare reports and provide details of programme/project movement for presentation to senior managers;
- manage the flow of information including collating / fulfilling requests for information, maintaining information/ risk and lessons learnt logs to ensure effective delivery of current and future projects;
- liaise with in-house finance teams, Business Leaders, Senior Managers and Directors, Local Authorities and grant funders to ensure all necessary information is collated, maintained and audited, from inception to completion of sustainability projects, to ensure all obligations are satisfied and targets met;
- ensure that any projects funded through external grants are delivered in accordance with all grant funding compliance requirements;
- maintain a high level of sustainability knowledge and changes to related legislation, to ensure the effective delivery of a variety of projects;
- as a subject matter expert, be fully aware of, and keep up to date with, sustainability initiatives and legislation to ensure that the organisation, specific service areas and senior managers/directors are advised and aware of compliance requirements;
- use specialist knowledge and expertise to inform organisational policies, processes and procedures;
- manage the energy efficiency and switching advice service provided to customers, including the provision of support to deal with more complex energy efficiency and switching cases to ensure positive outcomes;
- be responsible for implementing and monitoring the sustainability auditing function, in particular, in relation to resource and energy efficiencies to be identified across WDH's operations;
- provide cover, deputising for the Decarbonisation and Environment Manager as appropriate, and
- undertake any other duties, as directed by line management, commensurate with the grade and overall purpose of the role.

The Day to Day

You will:

- support the Decarbonisation and Environment Manager in the preparation, management and control of the Sustainability budgets and reports to the organisation;
- manage the delivery of sustainability projects, including those that are externally funded, to ensure targets are met and deliverables are compliant with funder requirements;

- be responsible for developing and implementing operational processes, policies and procedures for the Sustainability Team, as well as use specialised knowledge to advise other service areas on how to improve their processes, policies and procedures, as well as contribute to achieving strategic objectives and regulatory/legislative requirements across the organisation, related to sustainability – creating a step change in culture and behaviour;
- create and lead engagement and training campaigns to raise the profile of sustainability across the organisation, its services and customers;
- lead the design and specification process to ensure sustainability products/works delivered meet the future needs of the organisation as well as deliver excellence in design;
- monitor and track project, service and team performance against agreed aims and objectives (i.e. expenditure in relation to forecast scheme costs and overall budget allocations), taking necessary remedial action to realign performance when necessary, and report appropriately;
- produce specifications and process maps relating to the delivery of projects;
- be responsible for managing devolved budgets within the Delegation Framework, to ensure allocated resources meet the need of service users and contribute to financial planning and budgetary strategies for the service to maximise income and maintain viability;
- minimise the financial risks to WDH by ensuring that the projects are delivered on time and within budget;
- help develop innovative new ways of engaging with customers and delivering effective services to improve sustainability and tackle fuel poverty;
- collate accurate and compliant information for submission to external funders to maximise grant income in a timely manner;
- establish effective internal partnerships ensuring customer service excellence is at the heart of the approach;
- develop appropriate partnership arrangements with external agencies in order to develop services and meet the objectives of WDH;
- attend various meetings and forums, both internally and externally, as appropriate and develop strong networks;
- assist the Decarbonisation and Environment Manager in the development and continual improvement of Sustainability initiatives both internally and externally;
- promote health and safety awareness to ensure safe working environments in accordance with the WDH Health and Safety Policies and Procedures and undertake risk assessments as required;
- assist in the formulation and up-dating of strategies and Team Plans;
- become familiar with and operate all new initiatives introduced as necessary by funding bodies;
- undertake briefings and communications to ensure team members understand the direction and priorities of the organisation;
- assist in the identification and management of risks within their service area;
- ensure that appraisals, MSM's and sickness interviews are carried out in accordance with WDH procedures. Where required this will also include investigations and disciplinary hearings;

- deputise for the Decarbonisation and Environment Manager in their absence;
- assist other teams within the Investment directorate to ensure that all projects are delivered in accordance with the team plan, maximise budgets and to ensure consistency; and
- be required to undertake duties at any location throughout and outside the district, dependent on the needs of service delivery.

Personal Contacts:

Internal:	All employees within WDH, local management committees, senior managers and board members.
External:	All outside agencies as appropriate. Members of the public and customers. Other statutory and voluntary organisations. Wakefield Council, specialist consultants, other housing associations, energy suppliers and partners, members of the public and customers.

The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post. WDH principles reflect behaviour patterns which distinguish highly effective performance in a role. There are nine behavioural indicators which are split into three principles; Determination, Nous and Attitude and these are often referred to as DNA.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
Qualifications and Training			
A qualification at Level 4 of the Regulated Qualifications Framework, such as an HNC, Award, Certificate or Diploma at level 4 or equivalent, in a relevant subject area.	✓		AF/CQ
Qualified Internal EMS Auditor or equivalent experience		✓	AF/CQ
Associate IEMA membership		✓	AF/CQ
Management qualification		✓	AF/CQ

Determination			
Significant experience of working within a similar sustainability role	✓		AF/I
Experience in the project management of large scale sustainability-related projects.	✓		AF/I
Experience of managing the delivery of customer focussed services	✓		AF/I
Experience of, and success in, establishing and maintaining effective performance measures that have returned continuous improvement in service delivery.	✓		AF/I
Successful performance management of a team of employees	✓		AF/I
Excellent time management and organisational skills	✓		AF/I
Ability to monitor progress and team performance	✓		AF/I
Have effective leadership skills, using communication, negotiation and motivation	✓		AF/I
Clear presentation skills both verbally and written	✓		AF/I

Nous			
Excellent knowledge and understanding of sustainability, climate change and fuel poverty issues	✓		AF/I
A well developed understanding of operational services delivery within a large organisation.	✓		AF/I
Experience of effective partnership working with a range of agencies	✓		AF/I

Ability to obtain, analyse and present performance information	✓		AF/I
Excellent attention to detail	✓		AF/I
Detailed knowledge of relevant IT applications	✓		AF/I
Demonstrate an understanding of the strategic aims of the organisation together with the broader issues of social housing	✓		AF/I

Attitude			
Demonstrate an understanding of equality and diversity	✓		AF/I
Ability to motivate individuals and teams to achieve performance requirements	✓		AF/I
Experience of highly effective communication skills to people, managers, customers and other stakeholders	✓		AF/I

Additional Requirements of the Job			
The post holder must have a valid driving licence and have daily access to a vehicle to travel throughout the district, and occasionally beyond	✓		AF/CQ
The post holder may be required to work outside normal office hours including evenings and weekends.	✓		I

Key

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification