

## JOB DESCRIPTION

<b>Role Title</b>	<b>Operations Manager NI</b>		
<b>Directorate</b>	<b>Operations</b>		
<b>Team</b>	<b>NI</b>		
<b>Line Manager</b>	<b>Dep Grp Dir Operations</b>		
<b>Grade</b>	<b>3</b>		
<b>Job Purpose</b>	<p>The purpose of this role will be to lead EST's work in Northern Ireland (NI) and in particular, oversee management of the Northern Ireland Sustainable Energy Programme (NISEP), on behalf of the Utility Regulator. The role will also require management of other tasks associated with the positioning of EST in the local market and the development of other income streams or projects in Northern Ireland.</p> <p>To have expertise in managing grant programmes is essential, as this role will involve being the EST signatory on all NISEP documents (up to £8m NISEP funding). It will also involve managing the NI Assistant Manager, who is responsible for the administration and support of NISEP on a day to day basis.</p> <ul style="list-style-type: none"> <li>• The role will involve interaction with, and where necessary briefing, NI Assembly Ministers, Westminster MPs and NI Assembly MLAs on NI energy matters. Liaison with the Assembly Committees, Government Departments of the NI Executive regarding EST programmes and energy matters.</li> <li>• To be the face of EST, to attend and promote EST at HECA panel meetings, workshops, conferences.</li> <li>• Engage in media opportunities related to EST services and be the point of contact for media/TV/Radio for EST NI</li> <li>• Seek business opportunities for EST in local market.</li> <li>• Communicate EST policy positions</li> </ul>		
<b>Resource Management Responsibilities</b>	<b>Budget/ equipment accountabilities</b> £8M	<b>People (EST) accountability</b> one	<b>Contractor accountability</b> Various 3 <sup>rd</sup> parties / NISEP Primary Bidders
<b>Critical Accountabilities (between 4-8)</b>	<ul style="list-style-type: none"> <li>• Oversee management of the NISEP and NISEP stakeholder relationships (EST signatory on all NISEP documents)</li> <li>• Review EST NI Programmes, identifying risks, offering solutions and recommending improvements to ensure an efficient service that meets the expectations and needs of our funders.</li> <li>• Respond to consultations relevant to NI and identify and develop business opportunities</li> <li>• Give evidence to Assembly Committees, liaise and brief MLAs/ MPs / MEPs, liaise with NI Government Departments and officials who are involved with EST areas of interest (energy, transport, water)</li> <li>• Accountability to the relevant departments of the NI Assembly for delivery of specific EST programmes in NI Manage the EST team in N Ireland, local EST programmes, contracts and services</li> <li>• Attend and promote EST at conferences, seminars, workshops, etc.</li> <li>• Keep up to date with NI and cross-border energy matters and liaise with Sustainable Energy Authority Ireland (SEAI)</li> <li>• Point of contact for Media / TV / Radio interviews and seek opportunities for</li> </ul>		

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	speaking engagements and delivery of EST presentations <ul style="list-style-type: none"> <li>• Interface and liaise with energy utilities in NI and energy efficiency supply chain</li> </ul>
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Competency Requirements	Level 1	Level 2	Level 3	Level 4
Communication, interpersonal and negotiation skills	X			
Financial and commercial acumen		X		
Delivering results	X			
Applying knowledge and expertise		X		
Customer Focus	X			
Change management		X		
Managing People	X			
Team Working	X			

<b>Knowledge, skills and qualifications required</b>	<p><b>Essential:</b></p> <p><b>Key knowledge/skills required:</b></p> <ul style="list-style-type: none"> <li>• Good knowledge of NI (and where necessary RoI) energy (and to lesser extent transport and water efficiency markets)</li> <li>• Good understanding of the NI Executive and institutions relating to energy policy and housing in NI</li> <li>• Good written and verbal communication skills</li> <li>• Ability to work in and lead complex teams</li> <li>• Good influencing skills across a wide range of stakeholders</li> <li>• Self-starter and able to work on own initiative</li> <li>• Ability to prioritise tasks within a demanding environment</li> <li>• Ability to take decisions from an impartial and objective perspective</li> <li>• Ability to identify and develop new business opportunities</li> <li>• Ability to lead a team of professionals</li> <li>• Results orientated with the ability to work to deadlines</li> <li>• Good understanding of grant programmes, the systems and processes</li> <li>• Strong decision making skills</li> </ul> <p><b>Key experience required:</b></p> <ul style="list-style-type: none"> <li>• Demonstrable track record of delivering results</li> <li>• Demonstrable ability to manage detailed programme delivery via contractual relationships</li> <li>• Staff management</li> <li>• Budget management</li> <li>• Operational delivery with evidence of achievement</li> <li>• Ability to influence within industry and Government in a politically sensitive environment</li> <li>• Understanding of both UK Government and NI Executive policy and an ability to translate EST priorities into appropriate strategies and plans.</li> <li>• Self-motivation and drive</li> <li>• Ability to develop and manage promotional/media campaigns</li> </ul>
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	<ul style="list-style-type: none"><li>• Strong relationship building and influencing skills with the ability to interact at all levels</li><li>• An understanding of the issues involved in promoting sustainable energy to the public</li><li>• Strong customer focus applied to both householders and stakeholders</li><li>• Strong financial and commercial acumen</li><li>• Ability to manage change in a complex, multi stakeholder environment</li><li>• Experience of evaluation and monitoring scheme delivery</li></ul>
	<p><b>Desirable:</b></p> <ul style="list-style-type: none"><li>• Graduate caliber</li><li>• Experience of working with NI Government and the public sector</li><li>• Experience in relevant programme management role in Government, corporate, NGO or similar environment</li></ul>