



Job Information Pack

This pack contains the following information:

- Job details
- The application process
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- Information about the team the job is based with
- Job description
- Person Specification

Job details	
Job title	Installer Performance Manager
Job reference	WW-SC-IPM
Location	Edinburgh

The application process	
Application deadline	Friday, 4 April 2025
Interview date	TBC
Interview location	Edinburgh
Interview format and length	TBC

Contact details	
Completed application forms for this job	recruitment@warmworks.co.uk or Recruitment Warmworks 1 Carmichael Place Edinburgh EH6 5PH
General enquiries about this job	recruitment@warmworks.co.uk
For an informal discussion about this job	Daniel Atkinson Daniel.atkinson@warmworks.co.uk

About Warmworks

Warmworks, formed in 2015, is a joint venture partnership between Energy Saving Trust, Changeworks and Sureserve Energy Services UK limited.

Warmworks is committed to tackling fuel poverty, increasing the energy efficiency of the homes and communities in which we work and consistently delivering a first-class service to the households and families that we support.

Since 2015, Warmworks has been the Managing Agent of the Scottish Government's national fuel poverty scheme, Warmer Homes Scotland and has recently started work on a range of new contracts and initiatives across the country.

Warmworks has already helped more than 40,000 homes to become warmer, healthier and more energy efficient and is seeking to play a key role in the long-term drive to reduce carbon emissions and increase the availability of affordable, sustainable energy for all.

About the Team

Introduction and context

Warmworks was established to tackle fuel poverty, reduce carbon emissions and support sustainable local economic development in communities across the country.

Team aims

We deliver the best possible help to people who are struggling to keep their homes warm and pay their energy bills; installing measures such as insulation, efficient heating and renewable technologies to make homes more energy efficient and delivering sustainable cost savings in the long term.

Team activities

Since the business was launched in September 2015, Warmworks has provided a high-quality end to end service, from initial referral through to assessment and the installation of measures, along with appropriate aftercare and support for thousands of households. Warmworks employs direct employees to handle in-home assessments and quality inspections, call handling and customer service, operational finance and the management of a diverse supply chain across the UK.

Job Description	
Job title	Installer Performance Manager
Job reference	WW-SC-IPM
Salary and grade	Up to £35,000 per annum
Location of job	Edinburgh – flexible/hybrid options can be discussed
Hours and terms	Full time, 37 hours per week flexibility can be discussed
Holiday terms	25 days' annual leave, plus 9 public holidays (pro rata)

General terms and conditions
<ul style="list-style-type: none"> • There are no overtime payments for this post. • You may need to undergo a criminal record check depending on the requirements of the post. Depending on the nature of any convictions that may be disclosed, Warmworks reserves the right to terminate employment with or without notice. • All of the responsibilities outlined below will be reviewed and modified as necessary through consultation with line managers.

Responsible to	Installer Operations Manager
Responsible for	-

Purpose of the job	This role will be responsible for managing a portfolio of installers to ensure the effective delivery of works in line with performance targets, SLAs and quality standards. You will act as the key relationship manager for a number of installers, working collaboratively with them on workload management, performance levels, resolving issues, and providing ongoing training and development support.
Main objectives and goals	<ol style="list-style-type: none"> 1. Responsible for building and maintaining effective relationships with installer managers and other key employees 2. Responsible for managing the performance of a portfolio of installers, delivering against key targets, SLAs and quality standards 3. Responsible for supporting the implementation of change, and ensuring compliance with key processes and procedures 4. Responsible for working collaboratively with other colleagues to ensure wider business objectives are achieved

1. Responsible for building and maintaining effective relationships with installer managers and other key employees

<ul style="list-style-type: none"> • Responsible for managing the initial on-boarding and training process for any new installers • Develop and maintain positive relationships with installer managers and other key employees to foster an open and collaborative approach • Hold regular in-person and online touchpoint meetings • Attendance and participation at internal and external events • Act as the key point of contact for communications with installer managers
<p>2. Responsible for managing the performance of a portfolio of installers, delivering against key targets, SLAs and quality standards</p>
<ul style="list-style-type: none"> • Responsible for managing the capacity of installers and agreeing the volume of works to be allocated with the Installer Operations Manager • Responsible for regularly monitoring and reporting on performance against all key delivery targets, taking swift and corrective action where necessary to resolve any issues • Carefully analyse and interrogate data to support performance management • Hold regular performance meetings with your portfolio of installers, sharing relevant data and insights to support decision making • Implement additional support or performance improvement plans where required, taking ownership to manage any required actions effectively • Support the effective resolution of any escalated complaints • Engage with the Installer Operations Manager where required for support, escalated issues or key changes to agreed work plans
<p>3. Responsible for supporting the implementation of change, and ensuring compliance with key processes and procedures</p>
<ul style="list-style-type: none"> • Establish effective processes and quality reviews to ensure your installers are managing works in line with agreed processes and procedures • Responsible for contributing ideas for continuous improvement, and working with your installers and/or internal teams to develop and implement solutions • Responsible for ensuring any key changes or updates are communicated, understood and implemented within your portfolio of installers • Ensure all appropriate systems are kept up to date
<p>4. Responsible for working collaboratively with other colleagues to ensure wider business objectives are achieved</p>
<ul style="list-style-type: none"> • Working collaboratively with colleagues within our Installer Management Team to support the deliver of team and business wide objectives • Work closely with internal teams to support the delivery of quality, safety and customer service standards, communities and net zero objectives • Represent Warmworks externally, in a professional and values-drive way • Provide support to the Installer Operations Manager or other colleagues as required

<p>Key contacts</p>
<ul style="list-style-type: none"> • Colleagues across Warmworks • Installer management team • Installer business owners and managers

Person specification		
Please explain how you meet the following criteria in your job application		
	Essential	Desirable
Qualifications		
Good general standard of education and/or evidence of continued professional development	✓	
Experience		
Experience in a similar role	✓	
Possession of practical and relevant knowledge on the delivery of energy efficiency measures		✓
Experience of working in a fast paced, target driven environment		✓
Skills		
Excellent communication skills and ability to confidently communicate with a broad range of people	✓	
Ability to handle challenging conversations confidently and professionally, with a solution focused approach	✓	
Good standard of ICT literacy, including working with databases and the ability to develop professional reports and presentations	✓	
Ability to prioritise tasks and manage a varied workload to achieve agreed timescales and deadlines	✓	
Ability to build relationships internally and externally	✓	
Ability to analyse and interrogate data to identify trends and present findings	✓	
Ability to resolve problems independently	✓	
Personal qualities and attributes		
Good geographic knowledge of Scotland		✓
A team player, with a solution focused approach	✓	
Ability to work with minimum supervision and the self-motivation to drive tasks forward	✓	
Open and adaptable to change	✓	
Additional requirements		
Full valid driving licence or a clear demonstration of your ability to travel regularly and when required – regular travel to meetings and events will be required as part of this role	✓	

Employee Expectations of Management Experience

The post holder should expect and be open to

- Effective leadership
- A positive, honest, and enthusiastic working environment
- Being supported and empowered to effectively achieve objectives and goals within your role
- To be treated fairly and with respect
- To be provided with appropriate training to ensure ability to effectively carry out your role
- Regular and appropriate feedback through one-to-one meetings, quarterly review, and associated processes
- Having the opportunity to feedback to manager regularly and through the quarterly review process
- Adhering to all appropriate Warmworks policies to ensure consistency and fairness and health and safety of you and your colleagues

Complexity

The post holder must be able to:

- Adhere to and advocate Warmworks values
- Demonstrate flexibility and versatility

Creativity

The post holder will be required to:

- Use their own initiative to provide the best possible outcomes over a wide range of projects

Special conditions

- Some out-of-hours, overnight stays and weekend working will be required, for which time off in lieu will be given