

Job Profile

Head of EUSR

Location	Solihull
Reports to	Finance & Assurance Director
Hours	Nominally 37 hours but operationally available at all times to meet company requirements
Contract	Permanent
Constraints (travel/ base/ working patterns etc)	Based from the office, you are required to attend our office for a minimum of 2 days per week and as required by the Company, for the proper performance of your duties or for specific meetings, events or training.
Salary	£75-80k
Date	September 2024

About us

Everyday over 68 million people in the UK rely on the energy and utility industries to provide services that are essential to the health, safety and prosperity of every person and business in the UK.

Energy & Utility Skills are at the forefront of bringing our industry leaders together to identify and address the skills challenges for a greener world. We provide membership, assurance, and skills solutions to deliver a safe, skilled and sustainable workforce with energy and utility industries.

We develop and maintain a wide portfolio of training and assessment schemes, working with sector employers and key stakeholders to ensure they are valid and relevant. EUSR quality assures training providers and trainers delivering our schemes, ensuring consistent outcomes. All our schemes result in a registration on our register, EUSR, the register of training and skills for the energy and utility industries.

About the role

As a member of the Energy & Utility Skills' Senior Leadership Team, you will play a key role in the delivery of the Energy & Utility Skills vision and strategy. You will provide credible leadership across the organisation, acting as a role model and positively influencing and engaging with colleagues. You will embrace and embed change through collaborative and inclusive leadership.

You will be responsible for delivering operational and customer service excellence to all EUSR customers; through high quality, efficient and cost effective delivery and continuous improvement of people, processes and performance.

You will lead and manage the EUSR team setting clear expectations and standards of excellence and overseeing the development and review of EUSR schemes, the quality assurance of training providers and trainers and the delivery of registrations .

You will proactively engage with key stakeholders and employer groups, ensuring EUSR schemes meet their requirements and Oversee the use of systems and technology in the development, management and delivery of EUSR services.

About you

You will have demonstrable experience in a senior role in operations or quality assurance within an Ofqual recognised awarding organisation.

You will have a track record of delivering operational and customer service excellence and leading high performing teams. You will be experienced in developing effective stakeholder and supplier relationships and in using systems to deliver training, assessments, quality assurance and service delivery.

You are commercially astute and focused on delivering customer needs. Inclusive and collaborative in your approach, you will set clear direction and motivate and empower others to perform. You are able to persuade and influence at all levels.

Our Rewards

Join our growing organisation and you'll enjoy benefits including a generous holiday allowance, a company pension scheme, a performance bonus scheme and a Wellbeing Passport.

Key Responsibilities:**Leadership of EUSR**

- Build effective relationships with colleagues at all levels across the organisation to deliver and communicate the Energy & Utility Skills vision, strategy and business plan.
- Continuously review and improve product development, quality assurance and registration processes.
- Continually review people resources, both internal and external, and team structure to deliver operational and customer service excellence.

EUSR Operational Delivery

- Lead and manage the EUSR team to deliver operational and customer service excellence through:
 - Timely and efficient development and review of schemes, using standard processes and documentation.
 - Efficient and reliable processing of registrations and issuing of EUSR cards.
 - Excellent online and on call customer support.
- Deliver operational and customer excellence to agreed service levels
- Use KPIs and other data to ensure the delivery of consistent operational and customer service excellence.
- Embed a customer focused culture that delivers excellent customer service with every customer contact.

Scheme Development

Embed our governance approach for our schemes and Register, including clear ownership of responsibilities and audit trail of decisions made and actions taken.

- Identify and mitigate any risks to the use of our schemes and Register.

Quality Assurance

- Deliver consistent and reliable training and assessment outcomes through our quality assurance approval and monitoring processes and policies

Systems and Technology

- Optimise the use of systems to deliver operational and customer service excellence, identifying opportunities for improvement through the use of technology.
- Identify opportunities to use new technology to improve our schemes and operational delivery.

Relationship and Stakeholder Management

- Act as the escalation contact for any major issues regarding schemes, quality assurance and registration processing.
- Effectively manage key operational partners and suppliers through performance monitoring of service level agreements as required.
- Build strong and effective relationships with customers, employer groups and key stakeholders, identifying ways to improve our EUSR service, ensuring our schemes meet their requirements and business development opportunities.
- Working with our marketing and communications team, effectively and regularly communicate with all customer on our to schemes, quality assurance and service delivery processes and requirements.

Additional Responsibilities

- Ensure compliance with Energy & Utility Skills data protection policies and processes.
- Take reasonable care of your own health and safety and that of others in the workplace.

Job Holder Specification

Work Experience	Essential	Desirable
Demonstrable experience in a senior role in operations or quality assurance within an Ofqual recognised awarding organisation(s).	✓	
Track record of delivering operational and customer service excellence, preferably in the delivery of high volume services.	✓	
Proven track record of leading and developing high performing teams.	✓	
Experience of using systems to deliver training, assessments, quality assurance and service delivery.	✓	
Track record in developing and managing relationships with stakeholders and partners, to maximise commercial opportunities and manage risk.	✓	
Experience of developing and managing supplier relationships, ensuring operational excellence is delivered on time and at the right cost.	✓	
Commercial experience with an understanding of developing skills solutions to meet customer needs.		✓
Experience of developing and implementing effective reporting metrics.		
Skills	Essential	Desirable
Leadership: provides clear direction; sets appropriate standards of behaviour; motivates and empowers others in developing a collaborative, inclusive and performance focused culture.	✓	
Deciding and Initiating action: makes prompt, clear decisions and manages risk; takes responsibility for actions, projects and people; takes initiative with the ability to manage complex and commercial decisions.	✓	
Persuading and Influencing: makes a positive personal impression on others; gains clear agreement and commitment from others by persuading, convincing and negotiating; effective at influencing and persuading at all levels.	✓	
Delivering results and meeting customer expectations: Commercially astute, focuses on customer needs, establishes good relationships with customers and stakeholders, sets high quality standards, works in a systematic way and consistently achieves objectives set.	✓	

Our Values

Together

We are stronger, collaborating internally and externally to deliver success as one high performance team.

Credible

As specialists, we are trusted to provide thought leadership, the skills voice for Industry and skills solutions for energy and utility industries.

Making A Positive Difference

A great place to work, we individually and collectively play a key role in shaping a greener world.