

Role Profile**Manchester Energy Network Operations Manager****Grade 10 £54,143 - £56,293****Commercial Governance and Corporate Energy, Corporate Services****Reports to: Assistant Director: Commercial Governance and Corporate Energy****Job Family: Commissioning and Commercial****Key Role Descriptors:**

As a subject matter expert, the roleholder will oversee the design, development and implementation of frameworks which enable the operation of an effective commissioning or commercial service and support their contribution to the achievement of strategic and operational objectives.

The roleholder will work closely with key stakeholders to develop effective partnerships, linkages and coordinated working with other Council Services and key agencies to ensure that teams contribute to the development and delivery of area-based priorities.

The roleholder will ensure that services, systems and procedures provided by the commissioning service are robust and fully aligned to and supportive of the aims and objectives of the Council.

Key Role Accountabilities:

Through close working relationships with stakeholders, support the development of effective commissioning and commercial services, policies and strategies by taking a lead for their area of work.

Work collaboratively across the Council to provide specialist advice, information, support and challenge to client services which supports and promotes their priorities as well as safeguarding the organisation and progresses corporate objectives.

Support negotiations to commission services, ensuring that the tendering and contracting processes run effectively and that contracted services meet the needs of customers.

Provide specialist advice and guidance to colleagues across the organisation, accounting for factors and elements beyond their direct control and area of specialism to support a whole council approach to decision making.

Use robust and effective analysis of information to inform strategic objectives in relation to the assigned service area, ensuring that advice to client services is in line with current legislation and organisational direction.

Effectively monitor and evaluate service delivery to ensure that performance targets are met and review strategies and procedures as appropriate, aligning them with customer demand and feedback to continually enhance the commissioning service.

Ensure adequate monitoring and evaluation systems are in place and used to monitor outcomes and impacts on a regular basis, considering stakeholder perspectives and local/national audit frameworks, including effective monitoring and forecasting of appropriate budgets.

A strong and clear advocate for the organisation's *m people* approach.

Roles at this level may be required to manage a range of assigned resources, which may be human, financial or other, to ensure continuous improvement in service delivery. Staff management duties may be either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self-development and service improvement. Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

Where the roleholder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Role Portfolio:**About Manchester Energy Network**

The Manchester Energy Network is located in the heart of Manchester, providing heat and power to some of the City's most iconic buildings. The Network comprises of a 2km district heating connection and an energy centre containing a 3.3MWe CHP engine and two 12MW gas boilers. At present, the CHP engine is gas supplied but we also have a biomethane contract in place, linked with green gas (RGGO) certificates. The energy centre's flue, which has been named the 'Tower of Light', has become a sculptural landmark in the city's skyline and has been recognised through a number of architectural awards.

Manchester Energy Network is a wholly owned Council company and is a well-established business, following commencement of trading in Summer 2021.

The Energy Network is at an exciting point of it's evolution, with the Council's Town Hall in the process of connecting to the Energy Network and plans to decarbonise the Network in order to play an active role in supporting the delivery of the Council's Climate Change Action Plan to achieve zero carbon by 2038, in the process of being finalised.

About the role

An Operations Manager is required to lead the implementation of day-to-day tasks associated with the successful running of Manchester Energy Network. The role is diverse and will be working in a fast paced, dynamic environment, progressing a number of interdependent activities to ensure that the operation of the Network is optimised.

The role will work with a range of stakeholders, primarily the Manchester Energy Network SPV Board and Manchester City Council in capacity as Shareholder, as well as a range of specialist external consultants and Vital Energi, who are responsible for operating and maintaining the Energy Network.

Examples of activities that will be required to be undertaken as part of the role are as follows:

- Be accountable to the Manchester Energy Network SPV Board and Shareholder for the delivery of a range of allocated tasks that contribute towards the effective operation of Manchester Energy Network.
- Preparing and presenting a comprehensive operations report for the Manchester Energy Network SPV Board on a quarterly basis.
- Review and interpret new policy directives that could have an impact on the Network, clearly articulating this information in briefing notes for key stakeholders.
- Monitor and analyse technical / operational information related to the performance of the Network, and work with third party advisors to develop proposals to improve operational efficiencies.
- Prepare investment bids for external grant funding programmes to support the decarbonisation of the Network.

- Design, present and implement (following Board approval) an approach to utilities procurement, tracking market events to ensure purchasing takes place at the optimum time in order to create the best value for customers.
- In conjunction with the Energy Network Finance Lead, develop pricing structures for customers of the Network.
- Manage the successful delivery of a range of diverse and complex objectives on time, to budget and of the right quality, ensuring that regular reporting arrangements are in place to keep the SPV Board and Sub Committees informed.
- Lead engagement with new and existing Manchester Energy Network customers on operational matters.
- Maintain competence in subject matter specialism of heat networks, decarbonisation and the broader energy sector, undertaking research and information gathering to embed best practice.

Key Behaviours, Skills and Technical Requirements

Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

Generic Skills

Communication Skills

- Writes convincingly and clearly, succinctly and correctly, avoids the unnecessary use of jargon or complicated language; writes in a well-structured and logical way and structures information to meet the needs and understanding of the intended audience.
- Ability to motivate others through building effective relationships and gaining their full support for achieving outcomes.
- Demonstrating the ethics of good practice, including respect for all parties, tolerance of different people and perspectives, confidentiality and the importance of honesty.
- Builds collaborative and trusting relationships with decision makers.

Analytical Skills

- Demonstrates the ability to apply analytical and logical thinking to gathering and analysing information, designing and testing solutions to problems, and formulating plans.
- Skills to analyse a wide range of data and other sources of information to break them down into component parts, patterns and relationships; probes for further understanding of problems and makes rational judgements from the available information and analysis demonstrating and understanding of how one issue may be part of a much larger system/issue.

Planning and Organising

- Excellent time management skills to ensure work of team/service completed within deadlines and to agreed standards.
- Ability to manage a complex range of functions and manage multiple priorities with confidence.

Project Management

- Ability to influence, monitor and control the risk environment, both strategic and operational, through effective allocation of roles and responsibilities. Has ability to manage risk effectively on high value, complex and multiple projects.
- Ability to define, document and manage through to implementation long-term complex projects with significant business, political, or high-profile impact, and high-risk dependencies.

Problem Solving and Decision Making

- Ability to react to immediate problems of a highly complex nature with associated risk factors and deliver pragmatic solutions sometimes under extreme pressure.
- Uses creative ability to find solutions and whilst considering policy and procedure is also confident in adopting (and justifying) novel or non-standard approaches.

Creative Skills

- Ability to think creatively to proactively potential future scenario's and to develop a range of creative solutions that meet the strategic needs of the business and are new and original.
- Thinks creatively to plan and examine potential business processes and operating models and to develop a range of creative and original solutions that meet the strategic needs of the business.

Strategic Thinking

- Excellent planning skills and ability to link strategy to policy which meets both internal and external requirements.
- Thinks and acts cross-functionally and cross-organisationally, beyond one's own professional areas of specialism, perceiving the wider picture and the implications of short-term decisions for the achievement of long-term strategic goals.

Research and Intelligence

- Ability to analyse and present evidenced based information from a variety of different sources, often conflicting, using established research methodology.

Policy Skills

- Ability to anticipate potential shifts in the policy landscape
- Ability to develop strong and systematic approaches to understanding, monitoring and evaluating how policies work in practice

Financial Management

- Excellent financial planning skills to develop short, medium and long term financial plans with an ability to budget proactively with large, high-risk or volatile elements being identified and cross-referenced to operational activity.

Commercial Skills

- Demonstrates sound business intelligence and ability to identify commercially viable opportunities and secure value for money in service delivery.
- Ability to lead the procurement process, from clarifying a specification to placing contracts, including identifying opportunities for business improvement.
- Highly developed communication and relationship management skills to identify and manage the relationships with external partners and stakeholders.

People Management

- The ability to manage a complex range of service areas within a large and significant department and multiple priorities with confidence. Key to success includes being able to maintain focus and objectivity under various conditions and skill in managing and maintaining a multi-priority workload, progressing various strategies and plans over the long term concurrently with an ability to maintain sound judgement under competing priorities and pressure.

Technical Requirements (Role Specific)

- Experience of working in an operational energy related environment.
- Understanding of Heat Network Zoning Policy and Heat Network Regulations.
- Experience of delivery of decarbonisation projects and / or development of decarbonisation strategies.