



## Job Information Pack

This pack contains the following information:

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

Job details	
<b>Job title</b>	Business Development Manager
<b>Job reference</b>	WW-BD-BDM
<b>Location</b>	Edinburgh

The application process	
<b>Application deadline</b>	Apply now – applications will be assessed as they are received and interviews arranged for selected candidates
<b>Interview date</b>	tbc
<b>Interview location</b>	Edinburgh (or online via Teams)
<b>Interview format and length</b>	Panel interview lasting no longer than one hour

Contact details	
<b>Completed application forms for this job</b>	recruitment@warmworks.co.uk  or  Recruitment Warmworks Unit 2, 1 Carmichael Place Edinburgh EH6 5PH
<b>General enquiries about this job</b>	<a href="mailto:recruitment@warmworks.co.uk">recruitment@warmworks.co.uk</a>
<b>For an informal discussion about this job</b>	Jenny Langskog, 07903 093140

## About Warmworks

Warmworks, formed in 2015, is a joint venture partnership between Energy Saving Trust, Changeworks and Everwarm.

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 29,000 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. We work with the Scottish Government, Local Authorities and Housing Associations to provide best in class energy efficiency services to householders across the country.

### Team aims

Our business delivers the best possible help to people in Scotland 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 our launch 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 staff 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, around 50% of which is sub-contracted to local SMEs. Warmworks is also providing energy efficiency services to the RSL and Local Authority market and has been at the forefront of bringing new innovations to the Scottish market.

<b>Job Description</b>	
Job title	Business Development Manager
Job reference	WW-BD-BDM
Salary and grade	Up to £45,000 per year, depending on skills and experience
Location of job	Edinburgh
Hours and terms	37 hours per week
Holiday terms	25 days' annual leave, plus 9 public holidays

<b>General terms and conditions</b>	
<ul style="list-style-type: none"> <li>• There are no overtime payments for this post.</li> <li>• 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.</li> <li>• All the responsibilities outlined below will be reviewed and modified as necessary through consultation with line managers.</li> </ul>	

<b>Responsible to</b>	Senior Business Development Manager
<b>Responsible for</b>	n/a

<b>Purpose of the job</b>	Working as part of the Business Development team to support the delivery of all aspects of business development activity
<b>Main objectives and goals</b>	<ol style="list-style-type: none"> <li>1. Work with the Business Development team and the Chief Executive in the delivery of successful execution of Warmworks' business development strategy, leading on elements of its delivery</li> <li>2. Support and contribute to the development of new business propositions, management of the sales pipeline, demonstrating attention to detail and commercial acumen to ensure opportunities and risks are managed in an entrepreneurial and values-driven environment</li> <li>3. Develop and build excellent stakeholder relationships with key internal and external stakeholders as well as prospective customers</li> <li>4. Lead and contribute to tender activities as required, demonstrating good project management skills and an understanding of operational mobilisation</li> <li>5. Act as a high profile, successful advocate for Warmworks and its key strengths, enhancing the Warmworks brand and position in the target marketplace</li> </ol>

<b>1. Work with the Business Development team and the Chief Executive in the delivery of successful execution of Warmworks' business development strategy, leading on elements of its delivery</b>	
<ul style="list-style-type: none"> <li>• As a key part of the Business Development team, play a lead role in shaping and understanding the corporate Business Development strategy and the nature of the business development activity that Warmworks is aiming to undertake</li> </ul>	

<ul style="list-style-type: none"> <li>• Provide input into and support the evolution of a business development plan that is driven by the agreed aims and objectives but also flexible enough to evolve dynamically as appropriate market opportunities present themselves</li> <li>• Input into and support of regular reporting against the agreed plan at Board level, demonstrating progress and proactively highlighting areas of required focus</li> <li>• Support the development of a sophisticated understanding of Warmworks prospective marketplace for new propositions – undertaking continuing market analysis as part of the plan</li> <li>• Work with the Business Development team and the Chief Executive in communicating progress more widely – internally and externally – against the plan and Warmworks’ development objectives</li> <li>• Lead on the management and reporting against the agreed sales pipeline</li> </ul>
<p><b>2. Support and contribute to the development of new business propositions, management of the sales pipeline, demonstrating attention to detail and commercial acumen to ensure opportunities and risks are managed in an entrepreneurial and values-driven environment</b></p>
<ul style="list-style-type: none"> <li>• Using a sophisticated understanding of the marketplace, Warmworks’ key strengths and how they map to the opportunities available, develop propositions that can be successfully pitched and sold to target customers.</li> <li>• Balance the need to think commercially and drive value for joint venture partners against the need to act appropriately and responsibly as part of a values-driven business</li> <li>• Lead an entrepreneurial spirit within Warmworks, generating enthusiasm and engagement for prospective opportunities whilst retaining a focus on the core business of the organisation and its culture</li> </ul>
<p><b>3. Develop and build excellent stakeholder relationships with key internal and external stakeholders as well as prospective customers</b></p>
<ul style="list-style-type: none"> <li>• Show a sophisticated understanding of prospective customers and key influencers, adapting approaches and styles as may be required to drive a successful outcome</li> <li>• Establish meaningful and long-term relationships with key stakeholders and influencers, avoiding a ‘sales-heavy’ approach whilst retaining a focus on driving a successful outcome for Warmworks</li> <li>• Work closely with prospective clients to provide support in drafting funding applications on their behalf, assuring alignment with funding eligibility criteria and requirements</li> <li>• Ensure Warmworks is successfully positioned in this target audience as a market-leading organisation with specific strengths and value to bring to propositions</li> </ul>
<p><b>4. Support and contribute to tender activities as required, demonstrating good project management and an understanding of operational mobilisation</b></p>
<ul style="list-style-type: none"> <li>• Monitor sources of potential tender opportunities through sound pipeline management and drive the evaluation of their appropriateness for joint venture partners, commercial viability and the likely proposition on offer</li> <li>• Lead relevant bid processes from end-to-end, co-ordinating as required and engaging with internal stakeholders around any requirements in a timely and effective manner</li> <li>• Produce and edit high quality written work that succinctly sets out Warmworks’ delivery model, proposition and differentiators in a format that is professionally presented</li> <li>• Play an active role in any mobilisation activity that may be required if the business is successful in any ad-hoc bid / tender activity</li> </ul>
<p><b>5. Act as a high profile, successful advocate for Warmworks and its key strengths, enhancing the Warmworks brand and position in the target marketplace</b></p>
<ul style="list-style-type: none"> <li>• Play a visible role as the ‘public face’ of Warmworks as may be required, raising profile and attending events with or in place of the Senior Business Development Manager as required</li> <li>• Work with communications colleagues to ensure the Warmworks brand and key messaging are successfully developed as a values-driven, customer-focused proposition with unique strengths and potential</li> </ul>

<b>Key contacts</b>
<ul style="list-style-type: none"><li>• Senior Business Development Manager</li><li>• Chief Executive</li><li>• Divisional Managing Directors</li><li>• Central Services Director</li><li>• Colleagues across Warmworks</li></ul>

<b>Person specification</b>		
Please explain how you meet the following criteria in your job application		
	Essential	Desirable
<b>Qualifications</b>		
Good general standard of education and/or evidence of continued professional development	✓	
Relevant degree or other higher qualification	✓	
<b>Experience</b>		
Experience in a business development role	✓	
Relevant experience in working with Government		✓
Experience within the heating and insulation industry		✓
Proven track record of leading and delivering projects with high quality outcomes	✓	
Experience of managing event attendance, trade promotions and other public facing activities		✓
Good experience of networking and developing effective working relationships with relevant sector and Government organisations	✓	
<b>Skills</b>		
Ability to communicate effectively with a diverse range of audiences	✓	
Capable of developing creative solutions for market opportunities	✓	
A self-starter with good personal resilience that deals well with potential setbacks and changes of direction	✓	
Good standard of written communication, e.g. reports, options papers, bid support, etc	✓	
Good standard of IT literacy, including working with databases and Microsoft Office	✓	
Ability to develop effective working relationships to successfully engage key stakeholders in project delivery		✓
<b>Personal qualities and attributes</b>		
A team player	✓	
Committed to a values-driven culture	✓	
Enthusiastic and interested in helping people	✓	
Ability to work alone and plan day to day task completion	✓	
<b>Additional requirements</b>		
Full valid driving licence or other ways of fulfilling the mobility requirements of the job	✓	

**Staff Expectations of Management Experience**

The post holder should expect and be open to

- Effective leadership
- A positive, honest and enthusiastic working environment
- Being supported 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 and 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 may be required, for which time off in lieu will be given