



Job Role Profile

Job Title / Position: Project Manager, The C.H.E.E.S.E. Project - First Thermal Ltd.

Responsible to: MD

Responsible for: Surveyors

Job purpose

To project manage The CHEESE Project, ensuring the commercial success of the core business.

Main Responsibilities:

- To effectively engage owner-occupiers, communities, and social housing providers to develop a pipeline of work to be delivered by our Heatview Surveyors
- Manage our Heatview Surveyors and the training of recruits
- Manage the online booking system and clients
- Lead and develop the relationships with potential partners
- Educate potential partners on the opportunity and outcomes
- Convert and close sales opportunities
- Develop day to day relationship building to push the industry's awareness of our service
- Develop and secure our relationship with Bristol City Leap contractors Ameresco and Bristol City Council
- Be entrepreneurial and maximise all opportunities with a strong focus on profitability to cover costs
- Report activity and success to the senior management team weekly
- Report activity and success to grant funders obtained
- Be responsible for contributing from First Thermal Ltd delivered by The C.H.E.E.S.E. Project to the First Thermal Ltd Franchise Operations Manual
- Project Manage The C.H.E.E.S.E. Project business to be the shop window of First Thermal Ltd
- Manage The C.H.E.E.S.E. Project in being the test bed of all First Thermal Ltd potential growth
Develop add-on projects such as Draught-Busting workshops in communities to provide DIY skills, tools and a small budget for 'First Retrofit'

Finance

- Be financially responsible for managing The C.H.E.E.S.E. Project budget
- Support the CEO & MD in developing business strategy and business plan to sustainable profit, setting meaningful KPIs in collaboration with the Board to drive all aspects of First Thermal Ltd delivered by The C.H.E.E.S.E. Project operations.
- Seek out grant funding to support those in the community who cannot afford to pay for a survey to obtain one for free.
- Support CEO & MD to report back to our grant funders, on achievement of grant contract milestones to secure further funding.
- Working with the CEO & MD to identify, develop bids and secure further funding sources.

Sales and Customer Service

- Engaging new partners and clients in the Bristol & Bath areas.
- Assist in developing the FTL franchising portfolio.
- Create a culture of customer service according to the FTL standards, ensuring the best possible customer experience.
- Be responsible for delivering our aims of Warmer Homes and a Cooler Planet.

Operations

- Conduct ongoing appraisals with all Heatview surveyors agreeing development objectives.
- Conduct regular visits to ensure all Heatview surveys are carried out to the highest possible standards.
- Ensure all health and safety, safeguarding and other company policies are maintained and any issues are resolved in a timely manner.
- Secure good commercial awareness of activities of competitors within local and national trading environments.
- Additional responsibilities may be added by the CEO & MD.

Requirements

Requirements	Essential	Desirable
Educational and professional qualifications	Education to degree level or equivalent, or equivalent experience in relevant subjects or sectors	
Management	Extensive Project Management experience including budget management and reportage.	Managing/supervising project staff.

<p>Experience & Skills</p>	<p>Managing a complex and demanding workload.</p> <p>Proven ability to effectively engage and work with local communities.</p> <p>Development & delivery of presentations.</p> <p>Ability to work on own, organising your time so as to meet the external and internal deadlines.</p> <p>Able to multi-task and respond positively to competing workloads.</p> <p>Experience of managing information and report writing.</p> <p>Experience of writing bids to gain grant funding.</p> <p>Excellent communication skills, written and spoken.</p>	<p>Experience of the social and not-for-profit business sector.</p> <p>Experience of working within the Community Energy, Co-operative and/or Social Enterprise sectors.</p> <p>Worked experience with architecture and retrofit. An understanding of the challenges.</p> <p>Experience of working within and delivering a franchise.</p>
<p>Technical skills</p>	<p>Knowledge and experience of using client focused databases.</p>	<p>Experience of energy modelling packages such as RdSAP.</p> <p>Experience with Xero accounting.</p>
<p>Other</p>	<p>A good understanding of social enterprise.</p> <p>An interest in climate change and the built environment.</p> <p>An ability to work both in a team and on own initiative, as appropriate.</p>	<p>H&S Qualification</p>

	<p>A 'can do' attitude, highly organised and able to work autonomously.</p> <p>Commitment to FTL's social and environmental aims.</p> <p>Skilled in use of MS Office applications including Word, Excel; use of TEAMS, Zoom, email, social media.</p> <p>Ability to work partly from home, remotely and partly in a shared office 'hub' in central Bristol.</p> <p>High-speed Wi-Fi connection from home.</p> <p>Full, clean driving license and use of a car.</p>	
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