

## Job Description

**Job Title: Energy Business Development Manager**

**POSCODE: CCC2714**

**Position number: 333017255**

**Grade: P2 – 3 Year contract**

### Overall purpose of the job

The Energy Business Development role has been created to help grow the Council's energy business, across low carbon heat and power projects. This is a client facing role that requires commercial expertise that can be applied effectively to innovative projects, represent the project day to day and an ability to digest technical information and explain it to a range of different stakeholders.

Cambridgeshire has set high ambitions in our Climate Change and Environment Strategy, committing the Council to meet net zero by 2030 and the rest of Cambridgeshire by 2045. The council's priority is to cut carbon emissions and build resilience to climate impacts by supporting and collaborating with communities, partners and businesses to make positive changes themselves.

A key strand of delivery is decarbonising energy and the Council already has a portfolio of energy efficiency and renewable energy projects across Cambridgeshire. Many of these projects could be further developed commercially to build a local energy economy.

This role will work with the larger energy projects that are in construction to identify potential customers for clean energy and engage with customers to share the benefits of the schemes and build up the number of customers that are supplied with locally generated clean energy.

Initially, the focus will be on the Swaffham Prior Community Heat Network scheme to oversee the income generation of the heat project. This is income from renewable heat incentive, customer billing for the provision of heat services, accessing grants to support homes to connect to the heat scheme and building up other income streams where the market provides the opportunity. The role will work closely with the community, sharing news on the heat network and building up positive, accessible communications for the heating scheme. The role will grow to cover a variety of other community energy projects as they come online.

Reporting to the Head of Energy Services, the Energy Business Development Manager will be responsible for identifying opportunities for the commercialisation of energy projects and turning these into reality. This role will require someone who has knowledge and experience

in stakeholder engagement, business development, customer services and communications, along with business acumen to make the most of council assets. The postholder will work as part of a small team but will have the ability to work independently much of the time directly with energy customers and other stakeholders.

### Main accountabilities

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

<b>Main accountabilities</b>	
1.	<p><b>Business Development (Main focus heat networks)</b></p> <ul style="list-style-type: none"> <li>• Develop and manage a commercial plan for the connection of homes and other buildings to heat networks, with information from key stakeholders around technical, financial and other relevant factors.</li> <li>• Develop and implement a sales and marketing strategy to build the customer sign-ups for heat supplies from a heat network, sufficient to support the commercial plan amongst residents, businesses and other customers.</li> <li>• Develop content for online and other marketing materials for the community to clearly describe the heating project, the connections and tariffs to provide an easy customer journey to connect and create ongoing, positive engagement from the community with the scheme.</li> <li>• Oversee all income arrangements for the project including heat sales and billing, as well as timely and accurate provision of Renewable Heat Incentive (RHI) submissions.</li> <li>• Research and assess Community Infrastructure Levy and other available income opportunities for the Council arising from or in connection with heat network projects.</li> <li>• Analyse performance data provided by contractors to inform the Operations and Management Contract and where improvements or changes need to be made.</li> <li>• Work with colleagues to identify ways to reduce cost and improve performance against all KPIs including but not limited to financial and climate and environment related ones.</li> <li>• Undertake site finding and constraints mapping and review for other energy projects.</li> <li>• Undertake variety of project management tasks on heat network and energy projects, as needed.</li> </ul>
2.	<p><b>Customer Services &amp; Billing</b></p> <ul style="list-style-type: none"> <li>• Manage the commercial relationship between service suppliers, the Council and customers for energy supply projects.</li> <li>• Manage customer Heat Supply Agreements to ensure obligations detailed in the agreements are delivered on time and in compliance with regulatory and any other applicable standards.</li> <li>• Implement and oversee a robust system to manage heat sales and billing for heat network projects ensuring excellent customer service and full compliance with the Heat Trust Rules.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure high customer satisfaction for Council energy supply contracts through being responsive and 'solution finding' to issues that arise.</li> <li>• Support clients, where technical supply issues have been raised and which are not routinely resolved by the contractor.</li> <li>• Lead on contractual changes or financial payments resulting from performance reviews or other issues.</li> </ul>
3.	<p><b>Stakeholder Engagement &amp; Communications</b></p> <ul style="list-style-type: none"> <li>• Provide regular progress reports on key project performance measures to senior managers and politicians.</li> <li>• Maintain a high level of customer satisfaction by providing timely and effective communication to all key stakeholders on all matters including, where relevant tariffs, billing and any system updates.</li> <li>• Manage the Community Board, including updating the Swaffham Prior Community Land Trust and equivalent bodies for other projects.</li> <li>• Undertake stakeholder consultation as required for future heat network and major energy projects.</li> </ul>
4.	<p><b>Business Case Development</b></p> <ul style="list-style-type: none"> <li>• Working alongside the Climate Change and Energy Services team of programme and project managers to develop commercial ideas and opportunities for integrating into projects, particularly low carbon heating schemes suited to other settlements and situations.</li> <li>• Build the commercialisation case to add value to energy projects ensuring recommendations to relevant Boards, committees and key stakeholders to secure agreement on business cases, timescales, and resources.</li> <li>• Identify and assess other opportunities for heat networks in Cambridgeshire and present the findings to colleagues and relevant committees and stakeholders.</li> <li>• Gather lessons learnt from relevant projects to inform other projects, assessing all aspects including technical, financial, risk profile and management, stakeholder engagement, contractual, funding streams, air quality assessment and potential for regulatory changes needed to support future projects. Create useful tools to inform internal and external practice in the future to optimise greenhouse gas emission savings, whilst also meeting other key KPIs.</li> </ul>
5.	<p><b>Resource and Financial Management</b></p> <ul style="list-style-type: none"> <li>• Ensure adherence to relevant legislation and the Council's Contract Management and Financial Regulations.</li> <li>• Lead and/or participate in the structured appraisal of projects to identify best fit solution(s) to secure business objectives.</li> </ul>
6.	<p><b>Equality, Diversity and Inclusion</b></p> <ul style="list-style-type: none"> <li>• Demonstrate an awareness and understanding of equality, diversity and inclusion.</li> </ul>

**Safeguarding commitment** *(Include for roles involving work with children/vulnerable adults)*

We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

### Person Specification

#### Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job - overseas equivalents will be recognised.

(Please note for some roles you may be required to register with a professional body e.g. Social Work England that have specific rules in relation to overseas qualifications).

Qualifications Required	Subject	Essential/ Desirable
Educated to degree level or equivalent experience in a relevant discipline	Preferably environment, sustainable development, business, finance or commercial, engineering or science	<b>E</b>
Relevant professional qualifications	Project management	<b>E</b>
Post graduate qualification	Energy, engineering, business studies, marketing, finance, law or other relevant subject	<b>D</b>

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ Desirable
<b>Knowledge</b>		
<b>Energy and sustainability</b>	<ul style="list-style-type: none"> <li>Has an excellent understanding of the climate crisis, greenhouse gas emissions and the existing solutions available to tackle these currently available.</li> <li>Has a strong understanding of renewable energy technologies and heat networks, including key technical factors affecting viability and performance.</li> <li>Has a strong understanding of the climate and air quality related benefits of switching from fossil fuel based systems to low carbon systems.</li> <li>Has an excellent understanding of conventional heating systems to be able to explain how low carbon heating systems and a network will differ for customers.</li> </ul>	<b>E</b>
<b>Commercial agreements including easements and wayleaves</b>	<ul style="list-style-type: none"> <li>Understands commercial principles governing relationships between Council as construction client and heat supplier, it's contractors and households and other members of the community</li> </ul>	<b>E</b>

	<p>who are signing up to be supplied heat from a network.</p> <ul style="list-style-type: none"> <li>• Has knowledge of the principles of easements and wayleaves to the extent that the role holder can work with input from lawyers to negotiate the most suitable arrangement for the Council in respect of its projects.</li> </ul>	
<b>Skills</b>		
<b>Sales and Marketing</b>	<ul style="list-style-type: none"> <li>• Ability to negotiate agreements and conclude negotiations in a satisfactory manner, taking into account commercial and other related constraints.</li> <li>• Ability to create a marketing strategy and create content for this and ability to organise consultants or other input as needed for specialist tasks.</li> </ul>	<b>E</b>
<b>Interpersonal, influencing and communication skills</b>	<ul style="list-style-type: none"> <li>• Ability to initiate and maintain effective partnership working with a range of stakeholders, other agencies and organisations.</li> <li>• Ability to write and present complex reports and ideas to colleagues, partners, senior officers, Councillors and external stakeholders.</li> <li>• Ability to persuade others to take a specific course of action when there is no direct line of command or control.</li> <li>• Highly developed negotiation and influencing skills. Able to negotiate with key partners and businesses to build collaborative solutions that recognise the diverse needs of our communities.</li> </ul>	<b>E</b>
<b>Decision-making</b>	<ul style="list-style-type: none"> <li>• Ability to influence effectively in critical decisions for desired outcomes and to provide constructive challenge.</li> <li>• Ability to obtain acceptance / agreement; effect behaviour change and broker agreements.</li> </ul>	<b>E</b>
<b>Knowledge and application</b>	<ul style="list-style-type: none"> <li>• Analytical, decisive and able to display high levels of sensitivity and judgement, including maintaining confidentiality where necessary.</li> </ul>	<b>E</b>

	<ul style="list-style-type: none"> <li>• Appreciation of different viewpoints and able to demonstrate appropriate political astuteness.</li> <li>• Strong desire to learn and develop through a range of activities.</li> <li>• Determination and drive to achieve and maintain quality service provision, cost control, customer care and environmental and performance standards.</li> </ul>	
<b>Planning</b>	<ul style="list-style-type: none"> <li>• Ability to plan and prioritise workload with the appropriate attention to detail.</li> <li>• Excellent organisation and time management.</li> <li>• Maintain effectiveness in an ever-changing work environment.</li> <li>• Ability to forecast, plan and manage budgets effectively.</li> </ul>	<b>E</b>
<b>Leadership skills</b>	<ul style="list-style-type: none"> <li>• Ability to inspire colleagues and develop a One Team, Corporate approach</li> <li>• Ability to empower project team members in achieving shared goals</li> </ul>	<b>E</b>
<b>Ability to travel</b>	<ul style="list-style-type: none"> <li>• Ability to travel within the County and, as appropriate to other destinations, with regular attendance on site, each week and as needed.</li> </ul>	<b>E</b>
<b>Experience</b>	Give an idea of the type and level of experience required <b>do not</b> specify years of experience.	
<b>Sales, marketing and commercial experience</b>	<ul style="list-style-type: none"> <li>• Proven track record in developing a commercial offering and associated marketing strategy, that achieves set performance targets.</li> </ul>	<b>E</b>
<b>Renewable energy projects</b>	<ul style="list-style-type: none"> <li>• Experience in renewable energy project delivery, particularly from project inception to post-completion operations and maintenance.</li> </ul>	<b>D</b>
<b>Health and safety</b>	<ul style="list-style-type: none"> <li>• Operational experience, knowledge and understanding of health and safety legislation in a variety of service environments.</li> </ul>	<b>D</b>
<b>Equality, Diversity and Inclusion</b>	Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role.	

**Disclosure level**

What disclosure level is required for this post?	None X	Standard
	Enhanced	Enhanced with barred list checks