

Job Spec Code: LP09

Job Title: Customer Delivery Manager, Region D, British Gas

Scene setter:

British Gas Region D covers London and the Southeast of England. Region D has c.1,000 Engineers who provide Service and Repair cover for customers and their central heating systems. British Gas is a very well known brand, and this is why millions of customers choose us:

- We have expert teams of engineers nationwide – trained to the highest standards and trusted in millions of homes
- We are making sustainability simpler – with energy-efficient boilers, heat pumps and EV chargers
- We are focused on Greener energy – all our fixed tariffs are matched with 100% renewable energy
- We are here for our customers 24/7 – manage their energy, appointments and more, online and via our app

Overview of role:

As a British Gas Customer Delivery Manager, you would be managing a team of c.20 Engineers, who provide servicing & repairing of central heating systems/controls. You would report up to an Area customer Delivery Manager. Region D are looking for diversity of thinking and experience, to help innovate and drive performance within their Engineering Field Workforce. There is a significant amount of internal experience and expertise; they are now looking for fresh experience and thinking to join their effective and supportive team.

Attributes we need:

- Strong planning, risk, and issues management skills
- Readily demonstrates a growth mindset and adaptability
- Relationship builder - strong team player who encourages co-operation, mutual trust, and open communication
- Excellent stakeholder management, able to collaborate well with internal and external colleagues across geographical locations
- Effective networking & influencing skills. Ability to negotiate effectively with internal staff and external service providers
- Experience of designing and delivering training/coaching
- Creative; with the ability to spot opportunities and be innovative
- Technical and analytical skills with demonstrable knowledge of tracking and implementing solutions
- Consistently meet deadline and completes task promptly
- Strong presentation, communication, and written skills – ability to articulate a compelling argument, verbally and on paper
- Can identify opportunities to make data management efficiency improvements

- Someone who will actively challenge status quo to deliver better outcomes
- Effective horizon scanning ability to identify emerging risks and opportunities
- Leading, motivating, inspiring and developing others

From Centrica's Core Capabilities, we're also looking for the following:

- Safety
- Relationship Building
- Prioritisation
- Customer Focus
- Commerciality
- Challenge & Support

Key accountabilities during placement:

- Maintaining high standards of safety
- Leading a team of Engineers across a geographical patch
- Ensuring high levels of performance management
- Commerciality of team performance
- Customer satisfaction/complaint resolution

Essential and Desirable:

Essential:

- An availability date to begin placement from Monday 30th September
- For military individuals:
 - 4 years+ leadership experience
 - A Service Leaver undertaking resettlement – or within 24 months of leaving the Forces and still eligible for CTP support

Desirable:

- Degree educated or equivalent, Engineering would be desirable
- For athletes - coaching experience – high performance

Career potential beyond placement:

Potential movement into wider stakeholder business areas

Examples for wider development post placement include: HR, Safety, Procurement, Performance Support, Energy, Net Zero

Location of Placement:	Placement Salary	Length of Placement
For this role: Windsor/Dartford. Home and Field – hybrid based with travel for site visits	Between £43,000 - £53,000 depending on experience	9 months
Useful web links:		
Centrica Home Gas and electricity, boilers and energy efficiency - British Gas		