

Job Spec Code: LP04

Job Title: Business Innovations Delivery Manager, Home Solutions - Installations, British Gas

Scene setter:

British Gas Home Solutions are on a mission to transform the relationship our customers have with us. We're well on our way to disrupting our current ways of working to become more efficient, whilst growing our presence in the Installations market. Our Business Innovations Team is a new ever evolving team, focused on creative thinking to support and develop one another, our colleagues and our business. Reporting to the Business Innovations Manager, you'll have the freedom to create a culture of experimentation and constantly challenge the status quo by embedding innovative thinking into everything we do - whilst exploring the external market to bring about new ideas and innovations. The Home Installation Innovations team wants to be a 'think tank' of talent - questioning the ways in which British Gas operates, establishing whether products, processes or ways of working are fit for purpose within the business.

The Home Installations Innovations Team are looking for a leadership placement candidate with a growth mindset. We need someone that can analyse commercial data insights and turn them into business growth potential projects.

The individual would collaborate with Senior and Junior Leadership colleagues in a positive and engaging manner to enable business cases to be understood, developed, deployed, and engaged through the business.

Overview of role:

The purpose of this role is to assess our Home Solutions products, processes and procedures (associated with the installation of a boiler/system, Air Source Heat Pumps), and challenge why and to what purpose we work. We want the role to help identify what is no longer required, could be improved, or re-engineered for the benefit of our colleagues and our customers - thereby positively impacting the growth and commerciality of our business. The job holder will make full recommendations for changes (with associated cost benefit and any risks) and then manage approved changes through to completion.

Attributes we need:

- Relationship Building
- Critical thinking, analytical skills, and investigative skills
- Change delivery and deployment experience
- 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
- Someone who will actively challenge status quo to deliver better outcomes
- Effective horizon scanning ability to identify emerging risks and opportunities
- Applies appropriate techniques to analyse data, generate insights
- 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
- Leading, motivating, inspiring and developing others

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

- Customer Focus
- Challenge & Support
- Innovation
- Growth Mindset
- Sustainability

Key accountabilities during placement:

- Challenging the status quo by bringing in an 'outside-in perspective' and the ability to think outside the box
- Ensuring ideas to innovate are commercially viable and that we have the required capability to implement them
- Designing, planning, and executing any proof of concepts, tests and experiments that support new innovations
- Co-creating and working collaboratively with relevant stakeholders, process owners and subject matter experts
- Manage approved projects and workstreams to completion, ensuring benefits are realised for our colleagues and customers and there is a seamless transition into our Business As Usual (BAU) operating model

- Identifying any failures/inefficiencies/outdated practices in the current system and ways of working. Translate these insights into opportunities for improvement to reimagine the customer and colleague experience for Home Installations
- New product development governance
- Building a Safety-First Culture

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:

- Project Management experience
- Experience of process mapping
- Knowledge of basic data analysis tools like MS Excel
- Ability to conduct extensive financial statement analysis
- Ability to understand and apply statistical concepts to derive insights from financial data
- Experience with business intelligence tools like [Power BI](#)
- Degree educated or equivalent
- For athletes - coaching experience – high performance

Career potential beyond placement:

The Innovations Team is new, but clearly has a purpose and is growing from ground up. Any successful candidate will be learning about procurement, project management, operations, sales and our contact centres. Being part of a central team will expose and upskill the individual, whilst also allowing a vast networking opportunity. Home Installations is growing, specifically around our Net Zero fulfilment, which is another area of future career progression.

Location of Placement:	Placement Salary	Length of Placement
Hybrid role – occasional travel Note: For this role - Mainly Stockport	Between £43,000 - £53,000 depending on experience	9 months

Useful web links:

[Centrica | Home](#)

[Gas and electricity, boilers and energy efficiency - British Gas](#)

[New boiler installation & boiler replacement - British Gas](#)