

Job Spec Code: LP03

Job Title: Sales Delivery Manager – Home Installations – British Gas

Scene setter:

The British Gas Home Installations Sales Team have circa 280 Heating Sales Advisors who visit our customers to provide In Home appointments. They assess customer heating needs, give best advice and potentially sell a new boiler or other heating solution. In certain parts of the country this includes Heat Pump Sales. We also have a Voice Sales Team which consists of office/home based agents who hold appointments over the phone ,as well as support teams such as “Online Assist” and “Save” (our cancelled jobs).

It would be great to welcome a candidate to the HI Sales team who would bring insight, experience and a new perspective to review our processes and way of working. Would be great opportunity for someone to learn about our Field and Voice sales teams as well as gaining a wider insight into HI and the teams we interact with including Commercial, Forecasting, Field Delivery and Net Zero.

Overview of role:

Within the Channel Development Team, we require additional resource and talent. The role will cover different aspects of support functions for the Home Installations Sales Team. This includes process design, continuous improvement activity, process mapping and small change process management.

Attributes we need:

- 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
- 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
- Can identify opportunities to make data management efficiency improvements

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

- Customer Focus
- Relationship Building
- Trust
- Safety
- Growth Mindset
- Innovation

Key accountabilities during placement:

- Working closely with the Home Installations Sales Team - use management information, insight and data to make value and cost driven decisions which improve customer, employee and commercial performance and outcomes
- Define and understand the transformational changes required within the Field Sales team to deliver our Strategic priorities for the customer, colleagues and business
- Enable effective deployment of all activities and small change for the Field Sales Teams, to affect a better colleague experience and outcome for our customers
- Identifies and removes barriers to enable individuals and the team to be as effective as possible in their role
- Supporting continuous improvement, to ensure an optimum sales operating model
- Create, shape and execute deployment that enables colleagues to deliver for customers, improves customer satisfaction, fosters employee engagement as well as enabling us to grow customer numbers and holdings whilst retaining our existing customer base
- Working closely with colleagues across the Technology and Change teams to assure a connected & sequenced delivery of improvement plans for the Field Sales function.
- Ensuring our Field Sales team are regularly and effectively communicated to about enhancements and changes to the Customer journey

Essential and Desirable:

Essential:

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

Desirable:

- Project Management skills or experience of managing small scale change
- Process mapping -Viso, Miro boards
- PMO / Prioritisation skills

- Degree educated or equivalent
- For athletes - coaching experience – high performance

Career potential beyond placement:

There are lots of opportunities to progress, both within Sales and the wider Home Installations Team, that would open up to progression across the board. There is also potential progression into Commercial and Net Zero Teams roles.

Location of Placement:	Placement Salary	Length of Placement
The role is hybrid with occasional office travel across our sites (mainly Stockport. Potential travel to Leicester and Windsor)	Between £43,000 - £53,000 depending on experience	9 months

Useful web links:

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