

Job Spec Code: LP15

Job Title: Field Operations Manager, Electrical Services - installation, Service and Repair - British Gas

Scene setter:

Think of British Gas, what do you think of? Gas Bill, Boilers, Plumbing? Well you're right, but we do a lot more for wider 'UK plc' economy and population.

British Gas' Electrical Services division is a standalone business unit serving 4 million customers with an array of traditional electrical needs from the simplest replacement of a domestic socket, re-wiring part/whole of the home, installing outside security lighting, repairing kitchen appliances through to installing the latest Electrical Vehicle (EV) charging solutions at home. UK government has ambitious obligations to hit it's global carbon reduction commitments by 2050. The future of energy in the UK is electric. And that's where British Gas comes in. It's an exciting place to be.

This all happens because of our team of 700 Electricians, Appliance Engineers, EV Installers and service partners, who are led by our operational field leadership. Interested, read on...

Overview of role:

This is the an Operational role. The mission is simple. Our Engineers are organised into geographical teams sizes of c.20. As front-line leader based in the field you will relish leading, inspiring and engaging your team to drive the operational performance, delivering on KPIs such as Safety of your team and customers, customer quality / right first time, financials, productivity, materials spend, reward and leadership engagement of your team. As a leadership team of c.10 you will report to a Senior Field Operations Manager for the Region. We are keen to meet candidates who can join us to deliver the mission bringing with them diversity of thinking and diversity of experience of leading people, to help innovate and drive performance with our Engineer colleagues. What we offer in return to you is the opportunity for you to experience leading people in a commercial operational environment. You would look forward to being supported by a wealth of knowledge and technical expertise. Sound interesting....?

Attributes we need:

- Leading, motivating, inspiring and developing others
- Translating strategy into mission; Strong presentation, communication, and written skills – ability to articulate a compelling argument, verbally and on paper
- 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
- Able to work under pressure and to tight deadlines, consistently meet deadlines and completes task promptly
- Applies appropriate techniques to analyse data, generate insights
- 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
- Change delivery and deployment experience

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

- Safety leadership
- Relationship building, dispute resolution
- Prioritisation
- Customer Focus
- Commerciality
- Challenge & Support

Key accountabilities during placement:

- Maintaining high standards of colleague and customer safety and risk
- Leading a team of Engineers across a geographical patch
- Giving performance feedback and ensuring high levels of performance management
- Commerciality of team performance
- Customer satisfaction/complaint resolution/route cause to close the loop and prevent repeat

Essential and Desirable:

Essential:

- An availability date to begin placement from 30th September 2024
- 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 qualification or working towards one
- Degree educated or equivalent
- For athletes - coaching experience – high performance

Career potential beyond placement:

Primarily a route into Operational leadership. Previous Forces Leavers Programme candidates have moved into wider stakeholder business areas E.g., HR, Safety, Procurement, Performance support, Energy, Net Zero

Location of Placement:	Placement Salary	Length of Placement
We are open to applications nationally. You will be Home/Field based with travel within your geographical area with your team, and occasionally wider for team collaboration	Between £45,000 - £53,000 depending on experience	9 months

Useful web links:

[Centrica | Home](#)

[Electrical Fixtures and Electrical Wiring Repair - British Gas](#)

[Hive EV Charging | Hive Home](#)