

Job Spec Code: LP12

Job Title: Performance & Growth Manager (PH Jones Social Housing)

Scene setter:

PH Jones is a unique part of Centrica, operating in the Social Housing Market, with a different operating model to the core business. This is a very commercially driven, contract focused role, with exposure to a variety of senior stakeholders. As part of this role, we are keen to develop our people to be the best they can be, and this role will be fundamental in achieving this.

We would love an individual to come into our business with a diverse way of thinking, fresh external perspective and with constructive challenge. We see this placement as an exciting opportunity for both us and the candidate. We are keen to develop new techniques and strategies to help achieve our business goals. We hope the candidate will be able to help us challenge “the way we have always done things around here”.

As a people focussed business, we are keen to engage talent and see this as an ideal placement to supercharge the candidate’s development and support their career aspirations. Being part of a small leadership team, this will be the ideal placement for an individual to get the support and exposure needed.

Overview of role:

Our business encompasses safe, dependable, and customer-oriented service delivery across Social Housing and Partnering networks. We collaborate with social housing associations and local authorities across England, Scotland, and Wales to create a steady and sustainable business environment. Our services include heating, plumbing, electrical, and renewable energy solutions for social housing and domestic homes. Our aim is to provide customers with a quality service at a reasonable price.

The role of the Social Housing Performance & Growth Manager is to inspire, engage, and develop diverse, skilled first and second-line field leaders to deliver the highest standards of customer satisfaction, quality, efficiency, and safety – in order to achieve business targets.

This role is a non-technical influencer of people and it is focused on reinforcing the performance and growth agenda of PH Jones. Through the engagement of the Social Housing Director and Managers you will align to, you will achieve an enhanced level of customer service through providing insights, data, and constructive challenge to assist in the delivery of operational KPIs within the balanced scorecard of Colleague, Customer and Cash.

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
- Translate business requirements into accurate data briefs
- 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
- Can identify opportunities to make data management efficiency improvements
- Leading, motivating, inspiring and developing others

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

- Commerciality
- Prioritisation
- Challenge and Support
- Growth Mindset
- Relationship Building
- Customer Focus

Key accountabilities during placement:

- Helps to manage the profit and loss accounts for social housing contracts; is commercially astute, uses management information and can readily make value and cost-driven decisions that improve customer, employee, and commercial performance.
- Shared accountability for the delivery of performance improvements for the Director of Social Housing's team/s.
- Responsibility for the identification and delivery of efficiency and cost-saving initiatives across the full portfolio of the Director of Social Housing's Key Financial Measures.
- Accountability for leading national projects when required, this may include the line management of assigned Level 8 or Level 7 Subject Matter Experts from the Director of Social Housing's team/s.
- Maximise availability for clients by reducing non-productive downtime and improving overall efficiency by providing feedback to first and second-line field leaders.
- Provide insight on all aspects of performance and growth to enable leaders to create an environment of diverse culture and inclusion where the team can thrive and be highly engaged.
- Understand customer demographics, helping to grow customer base and product holdings in line with the growth agenda for the organisation and ambitions to Net Zero.

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
- Good literacy and numerical ability.

Desirable:

- Degree educated or equivalent
- Previous experience in either the private or public sector
- For athletes - coaching experience – high performance

Career potential beyond placement:

- Within British Gas Services and Solutions there are several commercial roles within Customer Experience. There are also several performance and growth roles within British Gas Field and Home Solutions.
- With a knowledge of contract/bid management there would also be the opportunity to move into roles within Procurement or Partner Customer Delivery.

Location of Placement:	Placement Salary	Length of Placement
Home based, however, a weekly site visit to Warrington office would be preferable to build relationships and knowledge	Between £43,000 - £53,000 depending on experience	9 months

Useful web links:

- [Centrica | Home](#)
- [PH Jones – Your heating installation, service and repairs experts.](#)
- [Gas and electricity, boilers and energy efficiency - British Gas](#)