

Job Title	VCMA Project Co-Ordinator
Department	Vulnerability & Carbon Monoxide Allowance (VCMA)
Reports to	Vulnerability & Carbon Monoxide Manager
Grade	4
Purpose & Overview	To support the delivery of Wales & West Utilities' Vulnerability and Carbon Monoxide Allowance (VCMA) programme and business-as-usual (BAU) in line with Ofgem's Vulnerability & Carbon Monoxide Initiatives (VCMI) Governance Document. Ensuring the effective development, governance, monitoring, evaluation and reporting of both individual and collaborative initiatives. The role will contribute to strategic stakeholder engagement, delivery against our Consumer Vulnerability Strategy, National Vulnerability Priorities, regulatory compliance and the achievement of positive outcomes for customers in vulnerable situations.
Key Accountabilities	• Support compliance with the VCMI Governance Document and ensure all projects meet regulatory, procurement, finance and governance requirements. • Produce and maintain Project Eligibility Assessments (PEAs), contracts, business cases and supporting documentation required for project approval, delivery and reporting. • Work with Procurement, Finance, Legal and partner organisations to establish and manage project agreements and contracts. • Lead monitoring, evaluation and learning activities using Social Return on Investment (SROI), Net Present Value (NPV), customer outcomes, stakeholder feedback and other impact measures to demonstrate value and continuous improvement. • Critically assess partner performance reports and outcome data to ensure effective delivery, measurable impact and value for money. • Coordinate data collection and preparation of annual Consumer Vulnerability Reports, Regulatory Reporting Packs, quarterly expenditure returns and other Ofgem reporting requirements. • Support reporting of BAU vulnerability activities, PSR performance measures, carbon monoxide safety activities and strategy commitments. • Capture, disseminate and embed learning from projects across the business and contribute to industry-wide

	learning through collaborative forums and stakeholder engagement. • Work closely with Customer Services, Social Obligations, Operations and Corporate Affairs teams to maximise customer outcomes and promote project achievements internally and externally. • Support collaborative projects with other Gas Distribution Networks, utilities and cross-sector partners, representing Wales & West Utilities at industry working groups and stakeholder forums where required. • Support the planning and delivery of annual vulnerability showcase events, stakeholder engagement activities and partner workshops. • Act as a subject matter expert for vulnerability governance, evaluation and project assurance, supporting colleagues across the business in understanding and applying VCMI requirements.
Technical Know-How & Skills	• Understanding of vulnerability, fuel poverty, carbon monoxide safety and energy safeguarding. • Knowledge of the UK charity, public and community sectors. • Understanding of consumer vulnerability strategies, regulatory governance frameworks and Ofgem requirements. • Knowledge of project governance, monitoring and evaluation methodologies. • Understanding of Social Return on Investment (SROI), impact measurement and outcomes-based reporting. • Awareness of Priority Services Register (PSR) requirements and vulnerability obligations. • Good knowledge of business processes, policies, procedures, GDPR and relevant legislation. • Excellent interpersonal, analytical and stakeholder management skills. • Strong communication, presentation and report-writing skills. • Highly organised with the ability to manage multiple projects and competing priorities. • Strong data analysis and performance reporting skills. • Competent in Microsoft Word, PowerPoint and Excel. • Ability to interpret regulatory requirements and translate them into operational delivery.

	• Ability to influence and collaborate effectively across organisational and sector boundaries. • Self-motivated with the ability to work independently and as part of a team. • Strong attention to detail and ability to maintain accurate governance and project records. • Excellent listening skills, empathy and customer focus. • Flexible and adaptable approach to work with the ability to respond to emerging priorities and changing business needs.
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