

Job Title	Vulnerability and Carbon Monoxide Manager
Reports To	Engagement and Social Impact Manager
Grade	5

Purpose	<p>Gas networks have a £60m pot of money to spend in RIIO GD2 of which WWU has £20m (2018/19 prices). This is known as the Vulnerability and Carbon Monoxide Allowance (VCMA). This must be efficiently invested on projects which improve vulnerable customer access to energy (affordability and energy efficiency) through fuel poor and carbon monoxide initiatives. At least 25% of the allowance must be invested to collaborate on projects with the other GDNs.</p> <p>This role leads on the delivery of the VCMA and wider CO initiatives including the identification of customer need, creating new projects and partnerships with third parties, and managing those projects. The manager will also take a lead on annual reporting and showcase events.</p> <p>Additionally, the Vulnerability and Carbon Monoxide Manager will take the lead on all carbon monoxide initiatives delivered through Business as Usual (BAU) activities and related funding streams.</p>
Key Accountabilities	<ul style="list-style-type: none"> • Manage the VCMA funding budget of £20m ensuring delivery within the frameworks set out, whilst ensuring a programme of delivery which is appropriate for vulnerable customers across Wales and the Southwest of England • Manage CO initiatives delivered through BAU funding and the associated budget • Understand customer need through stakeholder engagement • Develop new projects that meet the eligibility criteria for the scheme and complete project eligibility assessment for submission to Ofgem and publication on our website • Work with procurement and legal teams to put in place contracts for each partnership • Build strong working relationships with the other GDNs and attend GDN collaborative forums • Proactively manage partnerships to ensure maximisation of outcomes for customers for the funding provided • Evaluate projects using tools such as Social Return on Investment (SROI), case studies and stakeholder views • Collate data on spend and outcomes producing monthly dashboards, Senior Leadership updates and annual Ofgem reporting including quarterly spend profiles • Collate data on investment and outcomes through regulatory reporting • Support the annual GDN Vulnerability showcase event • Work with Comms and Engagement team to ensure projects and outcomes are publicised internally and externally • Manager a team of social impact experts and admin support. Lead the delivery of training of new staff and succession planning and development to ensure required resources and skills are maintained. Ensure consistent standards of competence and knowledge are maintained • Encourage wider business support to help the communities we work in • Work closely with the Priority Customer and Customer teams aligning strategies where appropriate

Technical Know-How & Skills	<ul style="list-style-type: none"> • Knowledge of social factors and UK third sector organisations • Ability to manage a programme of projects • Financial skills to manage the budget, payments and accruals • Knowledge of procurement and contracts within WWU • Competent in Word, PowerPoint and Excel with good written skills / report writing • Proven People Management Skills • Knowledge of appropriate legislation, policy, procedures including GDPR • Excellent communication skills and organisational skills • Ability to adapt to unexpected and varied circumstances • Good presentation skills / Customer interaction
Dimension	<p>Management of a core team of a Project Co-ordinators and Administrators.</p> <p>Coordination of additional support staff as required.</p> <p>The role will be based at Celtic Springs but may require occasional travel to attend national events or meet with regional partners.</p> <p>VCMA budget (GD2) £20m (2018/19 prices). VCMA budget (GD3) £19.3m (2024/25 prices)*</p> <p>*As we move into our next price control period, the VCMA pot is expected to stay at a similar level, which will be confirmed through final determinations and it'll be supported by an additional funding pot aimed at covering BAU activities.</p>