

<b>Job Title</b>	VCMA Project Co-ordinator
<b>Reports To</b>	VCMA Manager
<b>Grade</b>	4

<b>Purpose</b>	To provide support to the VCMA Manager in delivering the VCMA strategy and project delivery on both individual and collaborative VCMA projects (in line with Ofgem governance).
<b>Key Accountabilities</b>	<ul style="list-style-type: none"> <li>• Provide training to the business on identifying and supporting customers in vulnerable situations and raise awareness of VCMA</li> <li>• Provide training to external organisations and support stakeholder events</li> <li>• Develop and manage relationships with partner organisations throughout the network</li> <li>• Develop and manage projects under the Vulnerability and Carbon Monoxide Allowance through internal and external engagement with a value of up to £2.5m</li> <li>• Manage live VCMA projects including stakeholder reviews and collate information for internal reporting and annual regulatory reporting</li> <li>• Work with procurement to put in place contracts for each partnership</li> <li>• Evaluate projects using tools such as Social Return on Investment (SROI), case studies and stakeholder views becoming an expert for the wider WWU business</li> <li>• Work closely with the Social Obligations and Customer teams providing expertise and support as required</li> <li>• Work with Corporate Affairs to ensure Projects and Outcomes are publicised internally and externally</li> <li>• Present at external events on the VCMA representing WWU / the GDNs collaborative work</li> <li>• Evaluate progress reports from partners which demonstrate outcomes for customers</li> <li>• Ensure every project has the required documentation (PEA, Contract, Procurement/Finance forms etc)</li> <li>• Compose documents justifying efficient spend of new projects in line with our own strategy and Ofgem guidance.</li> </ul>
<b>Technical Know-How &amp; Skills</b>	<ul style="list-style-type: none"> <li>• Knowledge of social factors and UK third sector organisations</li> <li>• Excellent interpersonal and analytical skills</li> <li>• Excellent communication and organization skills</li> <li>• Competent in Word, PowerPoint and Excel with good report writing skills</li> <li>• Numerate with excellent oral and written communication skills</li> <li>• The ability to show initiative, self-motivation and able to develop processes as well as follow existing processes</li> <li>• Be willing to work flexible hours when required and the ability to adapt to unexpected and varied circumstances</li> <li>• A positive attitude and the ability to operate individually and as part of a team</li> <li>• Possess the ability to manage time and prioritise workload</li> <li>• Have good knowledge of the business internally and externally and the appropriate legislation, policy, procedures including GDPR</li> <li>• Have good listening skills, empathy and patience</li> </ul>