This position has the responsibility for the delivery of energy & carbon services to ECA Clients and management of a small team

**Position Summary**

**Key Responsibilities**

1. Delivery of SECR and Carbon management plans to new and existing clients
2. Support Lead assessor with delivery of ESOS phase 3, with potentially site visits, collating data and producing reports
3. Deliver agreed revenue streams from Energy and carbon services.
4. Prepare correspondence, reports and notices in support of ECA services to senior management team.
5. Calculate carbon foot prints and formulate carbon management plans to the journey to being Carbon Neutral/Net0/ SBTI’s
6. Work collaboratively to support Senior Management, Client Account Managers and external partners.

**Duties and responsibilities**

**Compliance Services**

* To provide internal ECA account management for compliance services defined as ESOS, SECR, CCA, ROFIT and Carbon Reporting and any other as identified and agreed.
* To manage the compliance of ECA to the ISO 14001 standard and provide audit services to support the ISO 9001 accreditation.
* Develop and foster relationships with key regulatory contacts amongst the suppliers on matters that have a bearing around the Energy and Carbon market.
* Work with senior management team to understand the impact on each service area and provide documentation to be used to communicate the impact internally & externally.

**Legislation**

* Identify legislation changes within the industry and provide SWOT briefing statements or document to all relevant parties.
* Work with senior management team to understand the impact on each service area and provide documentation to be used to communicate the impact internally & externally.
* Monitor news feeds or political discussion that could have a bearing on the industry regulations. Specifically OFGEM, EA and DECC.
* Develop and foster relationships with key regulatory contacts amongst the suppliers on matters that have a bearing around the I&C energy market.

**Energy Management Services**

* Actively promote all aspects of the ECA’s Energy reduction service through all existing ECA channels and direct to clients.
* Insure the effective delivery of reporting, site contact and client engagement element.
* Collate new orders pipeline from Sales and Account Management sources.
* Support development of the key elements of Energy reduction service.
* Manage client data from ECAs key systems to generate benefit and opportunity reports.
* Liaise, support and schedule external auditing resource for site visits.
* Attend client meeting at ECA head office and at client sites as and when required.
* Provide input into the preparation of delivery and operational plans including budgetary and

other resource requirements.

* Monitor and report on plan performance in a timely manner.
* Support by way of attending or occupying an ECA trade stand any marketing activity such as trade fairs and conferences or industry forums.
* Manage and administer the delivery of the Cloud service to ECA core clients
* To include query management and service set up.

**General**

* Ensure outstanding customer service is delivered to all our clients and any complaints are managed in line with ECA complaints charter.
* Effectively manage any project work both internal and external
* Look constantly for development and continuous improvement by analysing current work methods and processes.
* Maintain an efficient paper & electronic filing system ensuring that information is easily accessible, stored neatly, thinned when appropriate and archived at set intervals.
* Support and assistance may also be required by managers, for which you will make yourself available wherever possible.
* Identify sales opportunities and pass leads to the Sales Team.
* Plus all other duties as assigned appropriate to the development of the role and the individual.

**Work Remotely**

* 2 to 3 days a week