|  |  |
| --- | --- |
| **Job Title** | ECO Quality Manager |
| **Reports To** | Head of ECO |
| **Job Location** | Office-Based at AgilityEco offices in Sutton with flexible working arrangements. |
| **Remuneration** | £36,400 depending on experience and participation in annual discretionary bonus scheme |
| **Hours** | 37.5 hours per week. 25 days annual leave |
| **Purpose Statement** | AgilityEco is a fast growing business that has established a leading position in the financing and delivering of energy efficiency programmes and energy sector consultancy services. Our clients include major energy supply companies, Local Authorities, Housing Associations, and industry supply chain partners such as installers of renewable energy technologies.  An essential aspect of our business is managing our Energy Company Obligation (ECO) delivery in partnership with numerous stakeholders. ECO is a highly complex and regulated activity that demands robust technical, operational, and commercial skills.  In order to ensure the highest standards of quality in our ECO delivery, the role of ECO Quality Manager has been created, holding primary responsibility for independent quality management within this department. This position offers a varied and challenging workload in a constantly evolving business environment, and it provides the opportunity to join a successful, high-performing team while gaining invaluable insight into the low-carbon and energy sectors.  This is a key role within the organisation, and the candidate is expected to be well-versed in the relevant ECO regulations and to possess excellent stakeholder management and engagement skills. Quality management is central to this role. The candidate will lead independent internal audits, calibration meetings, and quality reviews to verify that compliance standards are applied consistently. Strong analytical skills, objective judgment, and the ability to communicate unbiased findings are essential. |
| **Responsibilities** | * **Conduct Internal Audits:** Regularly audit compliance checks performed by analysts to ensure adherence to internal procedures and regulatory requirements. * **Develop & Maintain SOPs:** Create and update Standard Operating Procedures to reflect current regulations and best practices. * **Coordinate Calibration Meetings:** Facilitate sessions to standardize compliance criteria interpretation and ensure consistency among analysts. * **Reporting & Documentation:** Prepare concise audit reports that highlight key findings, error trends, and recommended corrective actions. * **Implement Preventative Measures:** Analyze recurring compliance issues, conduct root-cause analyses, and recommend improvements to prevent future errors. * **Monitor Performance Metrics:** Track quality and compliance data to continuously refine processes and support overall quality management. * **Provide Training & Feedback:** Deliver targeted training and feedback based on audit outcomes to enhance the overall performance of the compliance team. * **Other:** any other reasonable duties commensurate with the post, which may be allocated from time to time. |
| **Dimensions of Role** | The job holder will report directly to [Senior Manager] and work closely with the ECO Compliance Maanger, ECO Assurance Manager and Risk & Governance Manager. |
| **Working Relationships** | The role will involve a close working relationship with the AgilityEco senior leadership team, with other business and partnership development managers, and with a large number of funders and supply chain providers. |
| **Skills, Knowledge and Expertise** | |
| **Essential Knowledge and Qualifications** | * In-depth knowledge of the Energy Company Obligation (ECO) framework and its regulatory environment. * Comprehensive understanding of the retrofit industry, including processes for installing insulation, heating, and renewable energy systems in domestic properties. * Familiarity with quality management frameworks and internal audit methodologies as applied to compliance functions. * Awareness of quality assurance reporting standards and calibration practices for monitoring compliance performance. |
| **Desirable skils and experience** | * **Quality Management & Audit Expertise:** Experience with quality management frameworks, internal auditing, and calibration practices in regulated environments. * **Data Analysis Proficiency:** Advanced skills in MS Excel and other data analysis tools to track quality metrics and drive continuous improvement. * **Process Improvement:** Proven ability to identify process gaps, lead root-cause analysis, and implement corrective actions to enhance compliance performance. * **Reporting & Communication:** Excellent skills in preparing concise quality assurance reports and presenting findings to senior stakeholders. * **Stakeholder Collaboration:** Ability to engage with internal teams and external partners to benchmark quality standards and share best practices. |
| **Person Specification** | * **Independent Work & Deadline Management:** Ability to work autonomously under pressure, meeting tight deadlines while conducting thorough quality assessments. * **Stakeholder Influence & Collaboration:** Skilled at engaging and influencing both internal and external stakeholders to drive quality improvement. * **Proactive & Self-Motivated:** Driven and proactive in identifying quality gaps and implementing corrective actions. * **Effective Communication:** Excellent verbal, written, and interpersonal skills for presenting quality findings and recommendations. * **Strong Organisational Skills:** Capable of managing and prioritising multiple quality assurance tasks and audits in a dynamic environment. * **Critical Thinking:** Advanced problem-solving skills with an analytical approach to addressing quality issues. * **Confidentiality:** Committed to maintaining the highest level of confidentiality and integrity in handling sensitive quality data and audit findings. |