

# hello

House Manager  
December 2018





The voice of the  
smart meter rollout

## Our challenge

Welcome to Smart Energy GB. It's our task to engage the whole nation with the national rollout of smart meters in England, Scotland and Wales - and we are all hugely excited to have this once-in-a-career chance to communicate with the whole of our diverse nation.

Every British home and micro-business will have the opportunity to upgrade to new gas and electricity smart meters which will utterly transform the way we all buy and use energy and pave the way to a smarter, more energy efficient future.

Smart Energy GB is the independent organisation set up by government to drive the national public engagement campaign, raise awareness of smart meters, and ultimately drive adoption and usage of this new technology in our homes.

We're building the most talented and creative team in the country, working across Great Britain at our offices in Cardiff, Edinburgh and London. We have an exciting mission, a start-up feel, and love what we do. We are flexible, eager to learn and hugely motivated by this chance to be part of one of the biggest-ever behaviour change campaigns.

We're looking forward to meeting you, and hope you'll be as fired up about the challenge ahead as we are.







## The Smart Energy GB team

Our team culture is uniquely exciting and restless. We get out of bed in the morning because teamwork, communication and creativity will help us change the future of Great Britain. We are passionate, excited, caring, collaborative and confident.

We ensure our team is managed and developed to a high standard at Smart Energy GB. To us that means going above and beyond expectations and minimum requirements, in any way we believe makes a positive difference.

We reward our team in innovative ways, and aim to maintain a team culture where everyone is motivated by Smart Energy GB being a great place to work.

We promote an inclusive, productive, flexible working environment that supports our team and their families by facilitating a healthy work/life

balance.

We want every new employee to feel welcome and part of the team from day one. We believe our robust recruitment process enables us find the right person for the job, so we don't have probation periods.

We do not believe any member of our team should have to wait to make the most of our benefits package and so these are available from their first day.

We want every member of our team to feel excited about coming to work, and that their hard work is recognised as making a difference.



# The role

**Job title: House Manager**  
**Job salary: £Competitive**  
**Job location: Tottenham Court Road, London (W1)**  
**Reports to: Head of Finance and Operations**  
**Start Date: ASAP**

## Purpose of the job

We are looking for someone to manage a fantastic in-house service for our London office. Your leadership and motivation will inspire your team in making our London office a great place to work for everyone, with a collaborative approach to create a first class visitor and staff experience that presents the organisation 'on brand.'

Reporting to the Head of Finance and Operations, the successful applicant will be proactive and anticipate issues before they arise, taking ownership of them and following problems through to resolution.

## Key tasks / responsibilities

- Develop and implement a clear and consistent vision for the front of house team to create a visitor and staff experience that reflects an organisation that is delivering one of the most creative and high quality marketing and communication campaigns in the country
- Line manage the front of house team, including managing their personal development & managing the delivery of a continuous and consistent high quality front of house service, including consistent staffing
- Ensure all meetings rooms and communal space present the best possible face for the company, including being properly stocked, tidy and fit for purpose.
- Ensure the provision of audio-visual equipment is clearly explained, slick and professional for all users
- Ensure the provision of catering services reflects our brand and meets the needs of the staff team and visitors
- Ensure that the Library/bar offers a high quality and inviting experience for all staff and visitors
- Maintaining a safe, secure office environment
- Ensure brand guidelines, Health & Safety standards and any other applicable standards are adhered to in relation to the office environment
- Prepare and participate in the induction and training of new staff across the organisation so that they understand the office environment, the services that they can expect from your team and the support that you require from them
- Liaison with our teams working in serviced offices in Edinburgh and Cardiff, to support them in delivering as consistent as possible a staff/visitor experience in those offices

- To oversee the provision of general administrative support to the operations team where capacity allows
- To support the Environmental Management System by monitoring, preparing and delivering specific elements as required
- To contribute to the delivery of the in-house wellbeing programme, including arranging all-team education and engagement sessions

### **Skills, experience and competencies**

- Experience in service-minded or customer-facing role
- Experience of motivating, leading and managing a team
- Highly organised, professional and discreet
- Attention to detail and ability to meet tight deadlines
- Able to work calmly and make decisions under pressure
- Excellent communication skills (verbal/written) with the ability to communicate clearly and confidently, including liaising with senior figures
- Microsoft Office skills and general IT literacy (preferably Mac based)
- Appreciation of the objectives and activities of Smart Energy GB
- Appreciate the diversity of the people and communities of Great Britain and embrace this diversity in your approach to work

### **To apply for the role**

Please send your CV and cover letter to: [iwanttojoin@smartenergygb.org](mailto:iwanttojoin@smartenergygb.org)

### **Diversity**

Smart Energy GB actively encourages applications from those groups currently under-represented in our sector. We're building a team that is able to understand the needs of and effectively communicate with the whole of our diverse nation. So, if you're applying for a job with us, we'd like to hear how you can help us do this. And we want to hear from you if there's anything we can do to make our interview process or working environment more inclusive and to meet your particular needs.

All disabled applicants who meet the minimum requirements of the job as set out in the job description and person specification will be guaranteed an interview if requesting to be considered under this scheme.

### **The benefits**

Every member of our team goes above and beyond, helps one another out and contributes to the achievement of our ambitious goals. We think it's only right for us to reward them accordingly:

- Competitive pension scheme
- 25 days annual leave (plus bank holidays)
- Gym membership
- Annual health check
- Annual eye test
- Season ticket loan
- 5 annual volunteer days
- Option to buy additional annual leave
- Option to take out a personal loan
- Cycle to work scheme
- Childcare voucher scheme
- An in-house wellbeing programme, *Thrive*
- Free breakfast – to support a positive working environment, a free breakfast and healthy snacks are provided everyday.