

<b>Position Description</b> <b>Manager: Home Insulation Installers</b>	
<b>Job Purpose</b>	To make a meaningful contribution towards the Energy Mad vision - “Making lives better by saving enough electricity to power Europe” – by conducting product scoping assessments and post-install audits on EcoSmartHome customers homes
<b>Job Mission</b>	To ensure EcoSmartHome customer lead times for insulation installs are less than four weeks, and achieve a 100% pass rate for EECA standard quality audits.
<b>Reports to</b>	Quality and Technical Manager
<b>Staff Responsibilities</b>	N/A
<b>Key Relationships</b>	<ul style="list-style-type: none"> <li>• EcoSmartHome customers</li> <li>• Installation Administrator</li> <li>• Quality and Technical Manager</li> <li>• EcoSmartHome Assessors</li> <li>• Product suppliers</li> </ul>
<b>Hours</b>	Those required to achieve the work objectives. Generally 8:00am to 5:00pm
<b>Outcomes</b>	<ol style="list-style-type: none"> <li><b>1. Managing staff to:</b> <ul style="list-style-type: none"> <li>• Comply with EECA standards for safety for 100% of jobs</li> <li>• Comply with EECA standards for quality for 98% of jobs</li> <li>• All jobs to pass an internal Post Install Audit (PIA)</li> <li>• Achieve 100% pass rate on external audits</li> <li>• Achieve no missed appointments</li> </ul> </li> <li><b>2. Product Tracking</b> <ul style="list-style-type: none"> <li>• Managing stock, tracking inventory levels and storage facilities</li> <li>• Managing vehicles, tool allowances, safety and installations products that need to be ordered</li> </ul> </li> <li><b>3. Act as spare installer for 50% of time</b> <ul style="list-style-type: none"> <li>• Be able to install to the EECA quality and safety standards</li> </ul> </li> <li><b>4. Ensure PIAs are completed and processed on a regular basis</b></li> <li><b>5. Achieve an average installation rate of 100m<sup>2</sup> per day per person</b> <ul style="list-style-type: none"> <li>• Learn current best practice from industry leaders</li> <li>• Work with the EcoSmartHome installation team to develop an</li> </ul> </li> </ol>

	<p>optimal installation and scheduling system</p> <p><b>6. Contribute to the development of a transferable, scalable installation system</b></p> <ul style="list-style-type: none"> <li>• Test new methods and procedures</li> <li>• Communicate results and recommendations with the whole team at each job</li> </ul>
<p><b>Cultural Competencies</b></p>	<ul style="list-style-type: none"> <li>• <b>Fun:</b> Able to have fun at work and encourage others to do the same</li> <li>• <b>Customer care:</b> A desire to help homeowners improve the performance of their homes and make the process easy and friendly</li> <li>• <b>Environmental care:</b> Improving people’s lives while reducing demands on natural resources</li> <li>• <b>Communication:</b> Can discuss ideas and feelings in a positive manner with colleagues and can write clearly</li> <li>• <b>Teamwork:</b> Cooperate with team to achieve the best overall outcome</li> </ul>
<p><b>Critical Competencies</b></p>	<ul style="list-style-type: none"> <li>• <b>Physical fitness:</b> Capable of moving around in tight spaces and working manually for eight hours</li> <li>• <b>Efficiency:</b> Able to produce significant output with minimal wasted effort</li> <li>• <b>Attention to detail:</b> Understands standards and is prepared to go the extra mile to ensure they’re met</li> <li>• <b>Intelligence:</b> Able to learn written standards quickly and in detail</li> <li>• <b>Analytical skills:</b> Consider what is working well and what needs to be changed, and suggest alternative methods</li> <li>• <b>Driving:</b> Full clean drivers licence and able to drive a large van</li> <li>• <b>Clean Record:</b> A clean police record is required</li> </ul>

Matthew Cutler-Welsh  
General Manager  
July 2010