



Network Operations performance manager

- *Reporting to – Head Of Network Operations*
- *Location – Manchester*
- *Duration – Perm*
- *Hours Per week – Full Time (37.5 hours per week)*

Job Profile

In this critical role as Performance Manager, you will lead performance strategy and continuous improvement across EV charging network operations activity. Your primary goal is to drive year-on-year improvement by leveraging data analytics, digital tools, and stakeholder collaboration to enhance operational efficiency and service delivery. You will work with multiple service delivery contractors to optimise performance assuring our network availability.

Key Responsibilities

Reporting to the Head of Network Operations you will be responsible for:

- Supporting the Head of Network Operations in the development of the future operating model for the management of the network.
- Owning and managing supplier performance frameworks and ensuring that KPIs and SLAs related to EV charging infrastructure are met or exceeded.
- Working collaboratively with suppliers and internal teams to ensure seamless EV charging service delivery and rapid fault resolution.
- Leading regular supplier performance reviews, ensuring issues are addressed and continuous improvement plans are implemented.
- Supporting onboarding of new EV charging suppliers with clear expectations and performance metrics.
- Collaborating with procurement, commercial and operations teams to monitor, report, and improve supplier delivery and compliance.
- Using data-driven insights and performance dashboards to identify trends, root causes of failure, and areas for supplier improvement working with the Network Manager to implement required remedial activities.
- Driving initiatives to improve contractors' reliability and efficiency of the charging network
- Developing and embedding tools, processes, and training to standardise supplier performance management across regions.
- Supporting product development and operational delivery of EV charging infrastructure and services.
- Tracking progress of operational development plans and ensure long-term sustainability.
- Ensuring contractors are adhering to regulatory safety and environmental standards and achieving compliance with the Public Charge Point Regulations (PCPR).
- Identifying risks and ensuring they are managed appropriately.

Experience:

- Proven experience managing performance at scale, ideally in energy, infrastructure, or EV sectors.
 - Strong analytical, strategic thinking, and data-driven decision-making skills.
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- Experience leading cross-functional teams and delivering results in a fast-paced environment.
 - IT-literate, with strong skills in data analysis and reporting tools.
 - Passion for innovation and operational excellence.
 - Proven ability to manage KPIs, analyse performance data, and influence outcomes with suppliers.
 - Excellent communication, negotiation, and stakeholder management skills.
 - Strategic mindset with a hands-on approach to operational problem-solving.
 - Skilled in reporting and analytics tools for monitoring supplier performance.
 - Experience delivering results across cross-functional teams and complex supply chains.
 - Understanding of network protocols, hardware and software OCPP and ability to understand ITIL fundamentals of service management.
 - Providing excellent customer service to ensure that our customers love every electric journey in line with our strategic vision
 - Proficient in the use of Microsoft Excel, Word, Power BI & PowerPoint
 - Strong analytical, organisational, and multitasking skills.
 - Ability to identify opportunities for improvement and work on implementation plans and business cases