



National Field Manager (EV Charging Hubs) – INTERIM (12m contract)

About Be.EV

We're Be.EV – one of the fastest growing public electric vehicle charging networks in the UK. Our mission is simple; to make public EV charging simple, reliable and available to everyone.

With a growing national network of over 800 electric vehicle charge points across a number of locations, we offer drivers the right charging speeds in the right places - along busy routes, at popular destinations, and right in the heart of your communities. Majority owned by [Octopus Energy Generation](#) and backed by [NatWest](#) and [KfW](#). we're committed to building a network fit for today and tomorrow.

We have a uniquely community-led and customer-first approach to creating and managing high-usage, design-led and fully funded-EV charging solutions that add value to your organisation or site. Working closely with our team of experts, you can unlock a new revenue stream for your location with market leading EV infrastructure, at zero cost. We pride ourselves on putting the right chargers in the right places (leveraging state-of-the-art tech to assist with site selection), and in the success of our modular Charging Hub and Charging Green offerings. But most importantly we make sure the chargers work - our network currently has a 99.6% uptime/ availability record.

Our employee-owned business is built on commitment, trust and brilliant customer service. We love working with local people and are passionate about making a positive contribution to the communities we serve.

Why are Be.EV looking to fill this role?

Be.EV have c 40+ ultra-rapid charging 'hubs' across the UK (as well as a large number of fast/rapid chargers). These hubs are in large part across the Northwest, but our footprint is growing, and we have sites in other key large conurbations such as in the North East, West Yorkshire Sheffield, Midlands and Carlisle. With more in the pipeline!

We have a small but effective network team who manage site performance from an uptime and maintenance perspective with a team of external suppliers. We also have a marketing and customer team who lead on site activations and site CX. Finally, our Business Development team manage many of our landowner relationships.

We are now looking for an interim (6m contract) **National Field Manager** to oversee our portfolio of larger hubs. Their role will involve:

- **Day to Day Management of each of our sites:** Acting as the key point person who is present on the ground across the portfolio driving demand and utilisation on sites and making sure site standards for an exceptional customer experience are met. This involves everything from litter management, having a clear view of any traffic or



access issues, following up on any network or customer issues with on the ground visits and investigation etc.

- **Sales and Profitability:** Activities to help achieve our utilisation targets per hub, maximising profitability, and developing strategies to increase demand.
- **Relationship Management:** Leverage opportunities to partner with tenants and site landowners as well as local businesses to drive awareness, trial and ongoing usage. Work with suppliers and engage with local retailers, businesses, advertisers/ billboard operators, signage teams etc
- **Customer Service:** Working with our Network and Customer teams to ensure high standards of site and customer service. Prioritise what will help deliver brilliant basics and a great on-site experience as well as site awareness and visibility by pushing through great physical and digital discoverability solutions. Work with our product and digital team to leverage all app, web and social touchpoints
- **Financial/utilisation Management:** Work with the finance team to analyse site by site financial performance, analysing utilisation data and identifying areas for improvement to increase profitability.
- **Scale Operations to drive efficiency:** Look at ways to scale the operations by site types. Developing and implementing strategies to achieve sales and profitability targets, identify market opportunities, and drive business growth.
- **Support internal teams** to implement any activations you deem necessary

Skills, Experience and Qualifications

There is a high level of autonomy with this role and a 'to do' attitude is needed. Being brave and backing your decisions, in some cases conventional and others guerilla in nature is the way we work, and we would expect this person to drive this culture on the sites.

At the end of the assignment, we would expect the measures of success to be:

- Move utilisation per site by x% - *to be defined*
- Increase Customer feedback and scores / session ratings
- Increase the site busyness through activity on a site-by-site basis (working with relevant teams)
- All sites in the portfolio or about to go live have a clear plan within 3 months and this is activated within 6 months

Remuneration

Base Salary plus bonus for moving the dial

£20k salary and up to £40k bonus



Reporting & Place of work

You will report into Head of Marketing / Customer

Our office is based in central Manchester but the role will be primarily field based. When not in the role you are expected to always be in the office.