

## Job Description

<b>Role Title</b>	<b>Programme support officer, Northern Ireland</b>
<b>Job Family &amp; Category</b>	<b>Project/programme management; programme support officer</b>
<b>Team</b>	Northern Ireland, NI
<b>Line Manager</b>	Project manager, NI
<b>New/ Existing Role</b>	Existing
<b>Perm/ Fixed Term</b>	Permanent
<b>Resource and Management Responsibilities</b>	<ul style="list-style-type: none"> <li>▪ <b>None</b></li> </ul>
<b>Job purpose</b>	<p>Support the programme manager and Northern Ireland Sustainable Energy Programme (NISEP) project manager with the smooth running of the Energy Saving Trust NI programme work, ensuring compliance with processes and procedures.</p> <p>It will focus on the administration of NISEP, including assessing payment claims, reviewing and analysing interim reports as well as other NISEP tasks. You will liaise with external stakeholders as well as with Energy Saving Trust staff in other offices.</p>
<b>Key responsibilities</b>	<ul style="list-style-type: none"> <li>▪ Assess and verify information provided in NISEP grant claims, including following up on further information required with primary bidders and others as appropriate ensuring compliance with the NISEP framework document.</li> <li>▪ Resolve complex queries and liaise with all NISEP parties to seek resolution in line with the NISEP framework document.</li> <li>▪ Ensure compliance with Energy Saving Trust processes and procedures and understand the importance of service level agreements being met.</li> <li>▪ Maintain and manage Excel spreadsheets with accurate data entry in relation to grants, focusing on financial records and grant spend.</li> <li>▪ Working closely with the Programme Manager and Project Manager on reporting of NISEP via written/numerical reports on the progress of all NISEP schemes.</li> <li>▪ Liaise with the Utility Regulator and attend external meetings where appropriate.</li> <li>▪ Through appropriate governance support Belfast office's compliance</li> </ul>

with ISO 9001 and 14001 audits.

- Undertake a variety of ad hoc activities as required to support Energy Saving Trust NI's overall objectives.
- A willingness to learn about and support our efforts to become a more diverse, inclusive, equitable and sustainable organisation.

**Impact description**

**Within one month, you will:**

- Learn about the aims of our work and the projects we fund.
- Become confident with our processes and systems.
- Begin to support the smooth operation of the team.

**Within three months, you will:**

- Support delivery of a grant funding round.
- Play a part in ensuring NISEP funds are spent on programme aims.

**Within six months, you will:**

- Support the team in directing funds to where they can have the most positive impact in supporting energy consumers in vulnerable situations and delivering a just transition to Net Zero
- Support the monitoring of grant funded work to ensure funds are used effectively and the vital work we fund has the best chance of success.

<p><b>Knowledge, skills and qualifications required</b></p>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>▪ Strong administrative experience, and attention to detail, demonstrating excellent administrative and numeric skills.</li> <li>▪ Experience in working in a quality-audited environment and complying with set organisational procedures and processes.</li> <li>▪ Experience of managing financial records.</li> <li>▪ Excellent organisational skills with good ability to prioritise tasks within a demanding environment.</li> <li>▪ A proven track record in delivering excellent customer service.</li> <li>▪ Experience of working as a key member of a multi-skilled team with an ability to deal effectively with people at different levels of seniority.</li> <li>▪ Experience in supporting the delivery of multiple projects.</li> <li>▪ The ability to work under own initiative with minimal supervision and the ability to resolve queries.</li> <li>▪ An ability to communicate effectively by telephone to a range of audiences.</li> <li>▪ Excellent oral and written communication skills.</li> <li>▪ An enthusiastic and positive approach.</li> <li>▪ Excellent knowledge of MS software, particularly Excel and Word.</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>▪ Working knowledge of energy efficiency and renewable energy technologies.</li> </ul>
---	--