

## Job Description

<b>Role Title</b>	<b>Project delivery assistant</b>
<b>Job Family &amp; Category</b>	<b>Project/programme management: Assistant</b>
<b>Team</b>	Data & digital
<b>Line Manager</b>	Data management consultant
<b>New/ Existing Role</b>	New
<b>Perm/ Fixed Term</b>	Permanent
<b>Resource and Management Responsibilities</b>	None.
<b>Job purpose</b>	<p>Provide high-quality, professional administrative support to the Datamatch service such as registration to the service, data transfer with the Department for Work and Pensions, auditing of service users, and day-to-day enquiries received via phone and email mailbox.</p> <p>Delivering energy efficiency measures to address the climate emergency whilst supporting the businesses that are themselves helping through the work they do.</p>
<b>Key responsibilities</b>	<ul style="list-style-type: none"> <li>▪ Provide general administrative support primarily to the Datamatch service, this will include: <ul style="list-style-type: none"> <li>○ Carrying out desktop audits with service users, to monitor their consent form use and GDPR compliance.</li> <li>○ Customer service, managing the handling of email/phone enquiries.</li> </ul> </li> <li>▪ Administrative support including setting up new users, some financial administration and processing of data referrals.</li> <li>▪ A willingness to learn about and support our efforts to become a more diverse, inclusive, equitable and sustainable organisation.</li> </ul>

**Impact description**

**Within one month, you will:**

- Learn about Energy Saving trust, who we are, what we do, meet the team complete induction activities.
- Learn about the Datamatch service, the key stakeholders involved and our role in customer journeys through ECO4 and the Great British Insulation scheme.
- Be briefed on and provided access to the systems we use day to day, and then undertake basic support activities for the team.

**Within three months, you will:**

- Become confident with our processes and systems.
- Handle registrations and general enquiries received via the team mailbox.
- Be able to extract batches, exchange encrypted data with the DWP and import returned data, completing the necessary checks and reports.

**Within six months, you will:**

- Be able to run all parts of the monthly invoicing processes.
- Contact service users to initiate and then carry out auditing of their use of the Datamatch service, providing a report and its users are compliant according to their contract.
- Provide a professional service to all enquiries received in the mailbox with minimal support from other team members.

**Knowledge, skills  
and qualifications  
required**

**Essential:**

- Experience in conducting desktop audits of paperwork.
- Strong administration skills, including attention to detail, organisation and multitasking ability.
- Excellent communication and interpersonal skills, having the ability to work with colleagues and project partners dispersed across geographical locations.
- Experience in working in a quality-audited environment and complying with set organisational procedures and processes.
- Excellent IT skills, in particular excellent Microsoft Office skills (Excel, Word and PowerPoint in particular).
- Excellent time management skills and the ability to manage multiple priorities with differing deadlines.
- A self-starter able to work both independently and as part of a team.
- Proven customer service experience including answering enquiries via email.

**Desirable:**

- Working knowledge of GDPR consent practice.