

Job Description

Role Title	Programme Support Officer, Northern Ireland		
Directorate	Energy		
Team	Northern Ireland (NI)		
Line Manager	Programme Manager, NI		
New/ Existing Role	New		
Perm/ Fixed Term	Fixed Term until 30th June 2022	Grade 4	
Job Purpose	This role provides support to enable the Energy Saving Trust (EST) NI team to deliver their activities across the Belfast office. Supporting the Programme Manager with the smooth running of EST NI programme work, ensuring compliance with EST procedures, including, but not restricted to; the Programme Administration of the Northern Ireland Sustainable Energy Programme; finance and liaison with external stakeholders and EST staff in other offices.		
Resource Management Responsibilities	Budget/ Equipment Accountabilities N/A	People (EST) Accountability N/A	Contractor Accountability N/A
Critical Accountabilities (between 4-8)	<ul style="list-style-type: none"> Assess and verify information provided in Northern Ireland Sustainable Energy Programme (NISEP) grant claims, including following up on further information required with Primary Bidders and others as appropriate ensuring compliance with the NISEP Framework Document. Maintain and manage excel spreadsheets with accurate data entry in relation to grants and in particular to financial records and grant spend. Working closely with the Programme Manager and Assistant Manager on reporting of NISEP via written / numerical reports on progress of all NISEP schemes . Liaise with the Utility Regulator and attend external meetings where appropriate. Manage aspects of the Belfast office facilities including liaising with building manager, purchasing office stationery and supplies, equipment and furniture to ensure all office needs are anticipated and efficiently met. Through appropriate governance support Belfast office's compliance with ISO 9001 and 14001 audits. Undertake a variety of ad hoc activities as required to support EST NI's overall objective 		

Competency Requirements	Level 1	Level 2	Level 3	Level 4
Communication, interpersonal and negotiation skills				•
Financial and commercial acumen				•
Delivering results			•	
Applying knowledge and expertise			•	
Customer Focus			•	
Change Management				•
Managing People				•
Team Working				•
Knowledge, skills, and qualifications required	<p>Must have:</p> <ul style="list-style-type: none"> • Strong administrative experience demonstrating excellent administrative and numeric skills. • Experience in working in a quality-audited environment and complying with set organisational procedures and processes. • Experience of managing financial records. • Excellent organisational skills with good ability to prioritise tasks within a demanding environment. • A proven track record in delivering excellent customer service. • 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. • Experience in supporting the delivery of multiple projects. • The ability to work under own initiative with minimal supervision; • An ability to communicate effectively by telephone to a range of audiences. • Excellent oral and written communication skills. • An enthusiastic and positive approach. • Excellent knowledge of MS software, particularly Excel and Word. <p>Key qualifications required:</p> <ul style="list-style-type: none"> • Graduate or relevant experience <p>Desirable:</p> <ul style="list-style-type: none"> • A working knowledge of energy efficiency and renewable energy technologies. • Experience of social media use in a workplace setting. 			