

Job Description

Job Title	Data Management and Reporting Officer – Local Authority Support		
Directorate	Scotland		
Team	Home Energy Scotland (HES) team		
Line Manager	Home Energy Scotland information manager		
Grade	4		
Job Purpose	<p>To support Scottish local authorities, Housing Associations and the Scottish Government with their information needs for energy efficiency schemes including those aimed at alleviating fuel poverty. To extract appropriate datasets to meet these needs from data held by EST and to maintain EST Scotland data quality.</p> <p>To support the development of digital tool offerings such as Home Analytics and PEAT.</p>		
Resource Management Responsibilities	Budget/ Equipment Accountabilities Nil	People (EST) Accountability Nil	Contractor Accountability Nil
Critical Accountabilities (between 4-8)	<ul style="list-style-type: none"> • To liaise directly with Scottish local authorities and other Scottish stakeholders to clarify information needs relating to energy efficiency and fuel poverty. • To extract and analyse information from the EST's Home Analytics housing stock model, Homes Energy Efficiency Database (HEED), PEAT and other internal data systems to meet needs of stakeholders. • To produce timely reports and present information to stakeholders in relevant formats including using GIS. • To maintain data quality in relevant EST databases and reporting systems so as to ensure the data integrity of data in all systems. • To carry out user training and develop user documentation. • To provide user support on relevant EST systems. • To provide direct support to other EST staff on Scottish data related issues as required. • To support the development of the Portfolio Energy Analysis tool (PEAT) • To maintain a contact database of key personnel across Local Authorities and the general Housing/Energy Sector. 		

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> <p>Key knowledge/Skills/abilities:</p> <ul style="list-style-type: none"> • Good data management skills. • Good organisational and administrative skills. • Ability to work in complex teams. • Excellent communication skills, both written and verbal. • Good interpersonal skills. • Ability to communicate difficult subject matters easily. • Self-starter and able to work on own initiative. • Ability to prioritise tasks within a demanding environment. • Results orientated with the ability to work to deadlines. • Team player who works co-operatively to deliver results. <p>Key experience:</p> <ul style="list-style-type: none"> • Experience using spreadsheets and relational databases. • Experience in the development of management information reports. • Experience liaising with key stakeholders and conveying the needs for future work. • Experience of extraction and manipulation of data using advanced Excel functions (including macros) and Access. Experience in SQL would be an advantage. • Experience of exporting and importing data using varying tools and formats including Excel and CSV formats. GIS experience would be an advantage. • Experience in encrypting email and data files. • Experience with management, reconciliation, and correction of data exceptions. • Experience of developing and delivering effective training. • Experience of providing information system user support. 			