

Job Description

Role Title	Team Assistant		
Directorate	Transport Scotland		
Team	Transport		
Line Manager	Programme Manager		
New/ Existing Role	New role		
Perm/ Fixed Term	Fixed term until 31/03/2021	Grade 5	
Job Purpose	To work with Energy Saving Trust colleagues to support the administrative duties relating to a number of consumer-focused transport programmes		
Resource Management Responsibilities	Budget/ Equipment Accountabilities None	People (EST) Accountability None	Contractor Accountability None
Critical Accountabilities (between 4-8)	<ul style="list-style-type: none"> • Providing general administrative support across a number of low-carbon transport programmes. • Supporting with programme reporting and progress updates. • Liaising with customers and stakeholders via email and phone. • Keeping records, accounts, and information up to date and accurate. • Supporting the wider transport team across a range of programmes when required. 		

Competency Requirements	Level 1	Level 2	Level 3	Level 4
Communication, interpersonal and negotiating skills			X	
Business Sense				X
Delivering results			X	
Knowledge and expertise				X
Customer Focus			X	
Managing Change				X
Managing People				X
Team Working			X	
Knowledge, skills, and qualifications required	Must have: <ul style="list-style-type: none"> • Strong administration skills, including attention to detail, organisation, and ability to multitask and prioritise. • Experience managing spreadsheets, databases and documents containing large amounts of data. • Proven customer service experience including answering enquiries via email and telephone. • Computer literacy (Outlook, Word, Excel). 			
	Desirable: <ul style="list-style-type: none"> • Relevant transport/environment sector knowledge and interest. • Experience performing administrative tasks to assist in stakeholder engagement and communication. • Experience of the preparation and maintenance of monitoring, assessment, and reporting. 			