

Job description

Role Title	Water Efficiency Project Co-ordinator		
Directorate	Consumer Advice		
Line manager	Partnership and Improvement Manager, Home Energy Scotland		
New/ Existing	Existing		
Perm/ FTC	Fixed term end of March 2023	Grade 4	
Job Purpose	To provide project management and operational delivery of domestic water efficiency projects being undertaken on behalf of Scottish Water.		
Resource Management Responsibilities	Budget/ Equipment Accountabilities Yes	People (staff) Accountability Nil	Contractor Accountability Yes
Critical Accountabilities	<p>This role will:</p> <ul style="list-style-type: none"> ▪ Co-ordinate the delivery of the Scottish Water project including: <ul style="list-style-type: none"> ○ Implement and continually improve processes. ○ Monitor delivery of the water saving packs, undertake data analysis and reporting. ○ Liaise with evaluation team to undertake the formal evaluation of the project. ○ Organise and co-ordinate community campaigns with local partners and Scottish Water. ○ Plan and organise activity for each financial year in line with Scottish Water: <ul style="list-style-type: none"> - Identify project needs and relevant activities for the year. - Identify suitable budget and targets. - Organise activity plans for each year. ○ Respond to customer requests for water saving packs via the internet, email. ○ Process referrals generated by the Home Energy Scotland advice centres. ▪ Liaise with Home Energy Scotland advice centres to ensure the water efficiency advice and the associated water saving packs meets agreed quality standards and ensure the targets are achieved: <ul style="list-style-type: none"> ○ Delivery of water efficiency advice for householders. ○ Distribution of water saving packs. ○ Recording and reporting. ○ address any performance concerns. ▪ Liaise with Scottish Water to ensure the project is being delivered in line with their requirements and support the on-going development of the project. ▪ Work with colleagues within Energy Saving Trust and Home Energy Scotland to support the delivery, communication, evaluation, reporting and data analysis of the project in line with their Scottish Water requirements and project needs. 		

	<ul style="list-style-type: none"> ▪ Showcase the project through presentations at meetings/conferences; work with marketing and communications executive to produce case studies, blogs, newsletter articles.
<p>Knowledge, skills, and qualifications required.</p>	<p>Must have:</p> <p>Qualifications</p> <ul style="list-style-type: none"> • Degree level and/or relevant work experience relating to the role. <p>Experience</p> <ul style="list-style-type: none"> ▪ Experience of advising householders. ▪ Experience of engaging with stakeholders. ▪ Project management experience. <p>Skills & Knowledge</p> <ul style="list-style-type: none"> ▪ Excellent communication skills and ability to communicate with a broad range of people. ▪ Presentation skills. ▪ Knowledge and understanding of water and energy efficiency in a domestic context. ▪ Excellent IT skills. ▪ Excellent analytical skills. ▪ Budget planning and management skills. <p>Personal qualities and attributes</p> <ul style="list-style-type: none"> ▪ Ability to work as part of a team and on own initiative. ▪ Focused on quality and customer satisfaction. ▪ Confident decision making. ▪ Results orientated. <hr/> <p>Desirable:</p> <ul style="list-style-type: none"> ▪ Experience of managing contractors. ▪ Experience of direct or indirect management of people or teams to deliver products or services. ▪ Project management or equivalent qualification. ▪ Innovative and creative thinking. ▪ Experience of organising events.