

Job Description

Role Title	Programme Support Officer, Northern Ireland		
Directorate	Energy		
Team	Northern Ireland, NI		
Line Manager	Project Manager, NI		
New/ Existing Role	New Role		
Perm/ Fixed Term	Fixed Term Contract to 30 June 2023	Grade 4	
Job Purpose	To support the Programme Manager and NISEP Project Manager with the smooth running of the Energy Saving Trust NI programme work, ensuring compliance with processes and procedures. It will focus on the administration of NISEP, including assessing payment claims; reviewing and analysing interim reports as well as other NISEP tasks. You will liaise with external stakeholders as well as with Energy Saving Trust 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. Resolve complex queries and liaise with all NISEP parties to seek resolution in line with the NISEP Framework Document. Ensure compliance with Energy Saving Trust processes and procedures and understand the importance of SLAs being met. 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 Project 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. Through appropriate governance support Belfast office's compliance with ISO 9001 and 14001 audits. 		

	<ul style="list-style-type: none"> • Undertake a variety of ad hoc activities as required to support Energy Saving Trust NI's overall objectives.
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Knowledge, skills, and qualifications required	<p>Must have:</p> <ul style="list-style-type: none"> • Strong administrative experience, and attention to detail, 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 and the ability to resolve queries. • 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.