

Job Description

Role Title	Assistant Programme Manager, Scottish EPC Register		
Directorate	Scotland		
Team	Scottish EPC Register		
Line Manager	Programme Manager, EPC Register		
Perm/ Fixed Term	Permanent	Grade 4	
Job Purpose	<p>Reporting to the Programme Manager, this role will be responsible for supporting the successful delivery of the Scottish Energy Performance Certificate (EPC) Register in Scotland. The focus will be on managing the daily operations of the register as well as providing project support to the long-term deliverables. This will include:</p> <ul style="list-style-type: none"> • Assisting with the design, testing and maintenance of technical improvements and operational processes to the EPC Register, consulting with stakeholders and relevant EST staff. • Supporting the Programme Manager with the delivery of the work plan to ensure Scottish Government priorities are met. • Contributing with ideas and proposals to further improve existing areas of work or develop new areas of work. • Problem identification and solving to improve the Register's functionality and processes. • Becoming a subject matter expert on the EPC Register and its data by those seeking guidance. • Liaising with a range of stakeholders including Approved Organisations, Software Providers and Scottish Government regarding the day to day operation of the Register and technical improvements. 		
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"> ▪ Project delivery for the EPC Register – working with the Programme Manager to deliver technical and operational improvements to the Scottish EPC Register. With support from the Programme Manager you will ensure project deliverables are achieved on schedule, 		

	<p>within budget and meet stakeholder expectations. You will support delivery of project work plans and identify and escalate any project issues if necessary.</p> <ul style="list-style-type: none">▪ Deputise for the Programme Manager when required.▪ Project delivery for X-tendo – you will be the main liaison for contact with our European partner organizations; act as the main project administrative coordinator, and support EST’s work package deliverables including testing.▪ Requirements gathering – you will liaise with a variety of stakeholders in order to understand the purpose and extent of required changes to the register. You will also be responsible for documenting requirements in order to communicate these changes to the Register’s software developers in order to obtain detailed estimates and specifications and to ensure effective implementation of solutions.▪ Testing – complete and support the testing of register changes to ensure they are fit for purpose and do not introduce any errors to the system. This will include identifying test scripts from requirements, identifying regression packs alongside testing new functionality, managing any defects and undertaking exploratory testing as required.▪ Be the first point of contact to provide high quality support to external users of the EPC Register and respond to general and technical enquiries relating to the register, EPCs, Green Deal and Section 63. You will also respond to requests for access to the EPC data including initiating Data Sharing Agreements and specifying and reviewing data extracts in order to maintain data quality.▪ Effectively manage the delivery of the missing address database with the internal Service Delivery Team and external stakeholders.▪ Ensure all documentation and other information relating to the register is up to date including user guides, data sharing agreements and data extracts.▪ Complete other operational tasks such as monthly data and budget reporting, financial administration and maintaining good admin systems to ensure that all filing and key documents are kept in accordance with Energy Saving Trust’s quality procedures.
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<p>Knowledge, skills and qualifications required</p>	<p>Must have:</p> <p>Experience</p> <ul style="list-style-type: none"> ▪ Relevant degree or qualification and work experience relating to the duties and responsibilities of the position. ▪ Experience of engaging with stakeholders and businesses. ▪ Experience of delivering projects. ▪ Experience in gathering and documenting requirements. ▪ Experience of writing test plans. ▪ Experience of writing and executing test cases in an end-to-end test service. ▪ Demonstratable ability to learn new systems and processes quickly. <p>Skills and knowledge</p> <ul style="list-style-type: none"> ▪ Knowledge of functional testing, user acceptance testing and regression testing. ▪ Excellent organisational skills including the ability to work to deadlines, prioritise workload and work flexibly across projects within a demanding environment. ▪ Excellent verbal and written communication skills with the ability to tailor content for a non-technical audience. ▪ Excellent communication and interpersonal skills with the ability to build and maintain relationships with a range of stakeholders including customers, colleagues, contractors and partner organisations within Scotland and across Europe. ▪ Ability to analyse and solve problems by investigating potential solutions. ▪ An ability to influence, negotiate and motivate colleagues and external partners. ▪ Self-starter and able to work on own initiative and know when to refer issues up to a more senior level. ▪ Proactive approach to handling new projects and processes. ▪ Good analytical and IT skills with a focus on high attention to detail and being results orientated. <p>Personal qualities and attributes</p> <ul style="list-style-type: none"> ▪ Results orientated with the ability to work to deadlines, handle change, solve problems and make decisions. ▪ Focused on quality and stakeholder and user satisfaction. ▪ Ability to work as part of a team and on own initiative.
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Desirable:

- Knowledge of IT systems and operational processes.
- Experience of managing budgets.
- Experience of remote working and using online platforms for meetings and presentations.
- A broad knowledge of the energy efficiency sector and public facing programmes to support energy efficiency in buildings.
- Experience of working with local/national Government.
- An understanding of the Standard Assessment Procedure (SAP) and Reduced Data Standard Assessment Procedure (RdSAP) energy assessment methodology, non-domestic energy assessment methodology and Green Deal assessments
- Experience and understanding of the Energy Performance Certificate (EPC) process and requirements, ideally in Scotland.