

Job Description

Role Title	Programme Assistant, Energy Redress
Job Family & Category	Project/Programme Management: Assistant
Team	Renewables
Line Manager	Senior Project Manager
New/ Existing Role	Existing
Perm/ Fixed Term	Permanent
Resource and Management Responsibilities	<ul style="list-style-type: none"> ▪ None
Job purpose	The job purpose is to provide administrative support to assist with the delivery of grant funds. This will involve supporting colleagues on a range of administration tasks to help the processes of allocating and paying grants as well as monitoring the progress and impact of the projects we support.
Key responsibilities	<ul style="list-style-type: none"> ▪ Gathering and checking due diligence information on grantees and organisations applying for grants ▪ Supporting the application process, assisting with the production of panel packs for grant funding panels and preparing grant offers, ▪ Supporting checking tracking and payment of grant claims ▪ Dealing with enquiries – acting as the first point of contact for grant scheme enquiries, logging these, answering where possible and referring complex enquiries to others in the team. Monitoring the Energy Redress Enquiry inbox. ▪ Supporting the coordination of meetings, events, webinars etc. ▪ Ensuring the scheme database and other files are kept up to date and acting as administrator for both. ▪ Supporting the Senior Project Manager and Finance Manager in maintaining records and generating reports ▪ Programme support including collating management information, calendar management and monitoring data. ▪ A willingness to learn about and support our efforts to become a more diverse, inclusive, equitable and sustainable organisation.

	<p>Impact description</p> <p>Within one month, you will:</p> <ul style="list-style-type: none">▪ Learn about the aims of our work and the projects we fund.▪ Become confident with our processes and systems.▪ Begin to support the smooth operation of the team. <p>Within three months, you will:</p> <ul style="list-style-type: none">▪ Support delivery of a grant funding round.▪ Play a part in ensuring Redress funds are spent on programme aims. <p>Within six months, you will:</p> <ul style="list-style-type: none">▪ Support the team in directing funds to where they can have the most positive impact in supporting energy consumers in vulnerable situations and delivering a just transition to Net Zero.▪ Support the monitoring of grant funded work to ensure funds are used effectively and the vital work we fund has the best chance of success.
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**Knowledge, skills
and qualifications
required**

Essential:

- Excellent administration skills and be organised and process driven.
- Strong interpersonal, communication and teamwork skills, and the ability to work with and positively influence clients.
- Results orientated with the ability to work to set targets and deadlines.
- Demonstrable attention to detail, and ability to receive, interpret and follow instructions accurately.
- Good IT skills, particularly MS Word, MS Excel, and databases.
- Ability to work using initiative and independently find solutions.
- Experience working as a key member of a multi-skilled team with an ability to deal effectively with people at different levels of seniority as well as able to support colleagues.
- Experience in delivering excellent customer service.

Desirable:

- Understanding of grant administration.
- Knowledge of energy/climate change/welfare issues.
- A desire to work for an organisation that is focused on tackling climate change and addressing fuel poverty.
- Administration experience.