

Job Description

Role Title	Programme support officer - Retrofit advice programme
Job Family & Category	Project/programme management: Officer
Team	Energy
Line Manager	Programme manager (Retrofit advice programme)
New/ Existing Role	New
Perm/ Fixed Term	Fixed Term until 30 April 2025 (with possibility of extension)
Resource and Management Responsibilities	None
Job purpose	<p>The role has been created to support the delivery of an exciting new regional programme in the Northeast of England to support householders to progress with domestic energy retrofit.</p> <p>The programme includes a one-stop shop (providing digital and telephone-based advice) which will form the central point for domestic retrofit enquiries in the Newcastle, North Tyneside, and Northumberland region as well as providing engagement and advice activity at local community level via consortium partners in the wider Northeast region.</p> <p>The role will provide all programme administration capability, work closely with advice centre and marketing and communications colleagues, and liaise with the local delivery team of subcontractors as well as local partners in the region.</p>
Key responsibilities	<p>Provide efficient administration for the two projects across all elements of the programme lifecycle, including but not limited to:</p> <ul style="list-style-type: none"> ○ Finances: setting up new suppliers on finance systems, raising and tracking purchase orders, processing and raising invoices. ○ Assist with programme delivery where required, such as organising meetings, taking minutes and dealing with local stakeholder enquiries. ○ Updating and maintaining documentation, spreadsheets and databases. ○ Collating management information for reporting purposes. <ul style="list-style-type: none"> ▪ Monitoring inbox/es – ensuring emails are correctly categorised,

responding to general queries and sending on emails where appropriate to the relevant team.

- Deliver tasks to meet or exceed client expectations, with a focus on continuous improvement.
- Support programme marketing colleagues to deliver campaign activity that achieves programme objectives and KPIs and is delivered to a high standard.
- Undertake a variety of other activities as and when required to support the programme team.
- A willingness to learn about and support our efforts to become a more diverse, inclusive, equitable and sustainable organisation.

Within one month, you will:

- Meet with key colleagues, including stakeholders and partners in the region.
- Complete the corporate induction programme.
- Agree your objectives for first 6 months.

Within three months, you will:

- Be knowledgeable about each aspect of the programme, to identify how you can best support delivery.
- Develop and deliver an effective reporting process.
- Have established the programme admin support and familiarised yourself with finance admin processes including the raising of purchase orders and invoices.

Within six months, you will:

- Feel comfortable in and confident of your programme knowledge to represent the programme at internal/external meetings.
- Be able to identify and implement ways to improve administrative systems or processes.

**Knowledge, skills
and qualifications
required**

Essential:

- Well-developed administration skills, including IT skills and use of MS Office, including Excel.
- Good numeracy skills and strong attention to detail.
- Excellent organisational and coordination skills.
- Experience of or ability to work in a fast-paced environment with ability to prioritise activity.
- Great communication and interpersonal skills, able to work on own initiative and as part of a team.
- Ability to maintain good working relationships at all levels both internally and externally.
- Process driven and happy to undertake repetitive tasks.
- Willingness to learn and develop new skills.
- Proactive in delivering and identifying ways to improve existing processes and establish new approaches.
- Self-motivated, team-oriented and customer- and goal-oriented.

Desirable:

- Local area knowledge by being based in the Newcastle, North Tyneside, or Northumberland area or being willing to travel to the area on a regular basis.
- Knowledge of energy efficiency and renewable energy systems.
- Experience in using Customer Relationship Management (CRM) systems or customer databases.