

## Job Description

<b>Role Title</b>	<b>Quality Assurance Officer – Business Energy Scotland</b>
<b>Job Family &amp; Category</b>	<b>Technical Specialists – Technical Specialist</b>
<b>Team</b>	Business Energy Scotland
<b>Line Manager</b>	Assistant Programme Manager – Business Energy Scotland
<b>New/ Existing Role</b>	New Role
<b>Perm/ Fixed Term</b>	Permanent
<b>Resource and Management Responsibilities</b>	<ul style="list-style-type: none"> <li>▪ Budget: None.</li> <li>▪ People: No line management responsibilities.</li> </ul>
<b>Job purpose</b>	<p>Energy Saving Trust requires a quality assurance officer for the Business Energy Scotland service to deliver ongoing quality assurance checks for energy efficiency assessment reports. These reports identify and recommend the installation of energy efficiency, low carbon heat and renewables technologies to realise carbon, cost, and energy savings for small and medium-sized enterprises in Scotland.</p> <p>You will work closely with the assistant programme manager and a consultancy framework of technical specialists to ensure reports meet the required scope, formatting, and technical specification standards to meet customer expectations and enable access to the Scottish Government's SME loan scheme. You will participate in regular quality standard reviews to ensure reports delivered through the service meet exceptional customer service standards.</p> <p>There will be opportunities to participate in client and stakeholder facing events to promote Business Energy Scotland support. You'll be an integral part of the Business Energy Scotland advice team and will work as part of a close-knit team.</p>
<b>Key responsibilities</b>	<ul style="list-style-type: none"> <li>▪ Carrying out technical reviews of reports, proof-reading and liaising with technical specialists to resolve queries and ensure quality standards are met before reports are issued to customers.</li> <li>▪ Providing weekly and monthly reporting on framework consultant activity to line manager.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Serve as a point of contact between external consultants, managers, business energy advisors and other members of the wider Business Energy Scotland team.</li> <li>▪ Support with other quality assurance tasks as required.</li> <li>▪ Help to promote Business Energy Scotland support through one-to-many events and presentations both online and in person.</li> <li>▪ Support wider Business Energy Scotland advice team activity as necessary.</li> <li>▪ A willingness to learn about and support our efforts to become a more diverse, inclusive, equitable and sustainable organisation.</li> </ul>
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<p><b>Knowledge, skills and qualifications required</b></p>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>▪ Demonstrable experience of energy efficiency, low-carbon heat and renewable technologies in buildings.</li> <li>▪ Demonstrable experience of upholding quality standards.</li> <li>▪ Experience of working within a target-focused environment.</li> <li>▪ Proven experience of delivering a high standard of customer service to surpass quality standards.</li> <li>▪ Excellent communication and interpersonal skills, face-to-face, email, and on the phone.</li> <li>▪ Self-motivated and able to work remotely, without supervision, while demonstrating strong team skills.</li> <li>▪ Results orientated, with good organisational skills, including the ability to work independently to deadlines and prioritise work as required.</li> <li>▪ Good IT skills to include Microsoft Word, Excel and PowerPoint.</li> </ul> <p><b>Impact description</b></p> <p><b>Within one month, you will:</b></p> <ul style="list-style-type: none"> <li>▪ Have become familiar with processes: Your primary focus will be on understanding the existing procedures, and protocols within the organisation and the department. You'll spend time familiarising yourself with the products or services offered, as well as any relevant regulatory requirements.</li> <li>▪ Understanding of the client journey: You will shadow existing team members to understand the end-to-end client journey, gaining full working knowledge of the roles of the hub team, business energy advisors, external consultants, and quality assurance.</li> <li>▪ Benchmarking: You will be paired with a member of the team responsible for quality assurance and will shadow audits and conduct benchmarking exercises against agreed standards. You will review all wider customer experience tasks such as CSAT and trend analysis.</li> </ul> <p><b>Within three months, you will:</b></p> <ul style="list-style-type: none"> <li>▪ Facilitation of quality initiatives: By the end of the third month, you will be fully competent in conducting quality assurance audits on incoming reports from internal and external consultants. You will feed back trends to the APM to support continuous improvement and identify training needs.</li> </ul>
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	<p><b>Within six months, you will:</b></p> <ul style="list-style-type: none"> <li>▪ Training and development: You will support the rollout of training for business energy advisors, internal and external consultants (where appropriate), and the hub team on quality-related matters.</li> <li>▪ Customer satisfaction: You will screen all customer feedback obtained through monthly CSAT surveys and collate positive feedback to share with line managers and individuals and investigate instances of dissatisfied customers with a view to providing a narrative to the BES operations team on trends/training needs/service improvements, and to trigger actions to resolve any outstanding issues.</li> <li>▪ Call quality monitoring: You will support the APM in the initial review of internal scoping calls, conducted by business energy advisors, to ensure they are compliant and of the required standards.</li> </ul>
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**Desirable:**

- Experience in the methods of calculating of carbon, cost and energy savings in buildings.
- Experience using CRM software.
- Knowledge and understanding of resource and water efficiency for businesses.
- Use of Microsoft Power BI or carbon and cost saving tools.