

## Job Description

<b>Role Title</b>	<b>Team Assistant, Scottish Transport</b>
<b>Job Family &amp; Category</b>	<b>Project/Programme Management, Assistant</b>
<b>Team</b>	Transport
<b>Line Manager</b>	Deputy Programme Manager
<b>New/ Existing Role</b>	Existing
<b>Perm/ Fixed Term</b>	Permanent
<b>Resource and Management Responsibilities</b>	<ul style="list-style-type: none"> <li>▪ <b>None</b></li> </ul>
<b>Job purpose</b>	Working with colleagues and other key stakeholders, this role supports the successful delivery of the workplan delivered by Energy Saving Trust on behalf of Transport Scotland. This work delivers a range of services from grants and loans to expert advice and consultancy to a range of audiences.
<b>Key responsibilities</b>	<ul style="list-style-type: none"> <li>▪ Provide general administrative support to the Scottish Transport team relating to the transport workplan, including communication, data analysis, reporting and delivery support.</li> <li>▪ Ensure all necessary administrative tasks, including internal or external ad-hoc data requests, are completed on time.</li> <li>▪ Organise, attend and minute meetings with internal or external stakeholders, including funders, Transport Scotland.</li> <li>▪ Frequently communicate with customers and other stakeholders throughout the customer journey.</li> <li>▪ Process grant funding applications and payments; keeping records, accounts, and information up to date and accurate.</li> <li>▪ Assist with reviewing the customer journey and application process, including the completion of improvement updates to relevant documents, guidance and forms.</li> <li>▪ Support the wider transport team across a range of projects and programmes when required.</li> <li>▪ A willingness to learn about and support our efforts to become a more diverse, inclusive, equitable and sustainable organisation.</li> </ul>

Working in the transport team, you can expect to play an integral part in the delivery of impactful funding programmes for households and businesses in Scotland. Many of the programmes have been operational for over five years and the environmental, social and health benefits from their delivery have been recognised on a local and national level.

Some of the key programmes you will support include the Charge point grants fund, which helps people in Scotland to buy and install charge points for their electric vehicles; the Low Emission Zone Support Fund, enabling households to dispose of non-compliant vehicles and benefit from active travel initiatives; and the Low Carbon Transport Loan fund, facilitating the uptake of electric vehicles by providing interest-free funding to households and businesses in Scotland. These are just a few of the programmes you will support. The varied nature of our work and your role provides plenty of opportunities to develop your knowledge and expertise in sustainable transport, and build skills around reporting, communication and delivering successful projects and programmes.

**Within one month, you will:**

- Be welcomed into your team and introduced to the wider transport team.
- Complete on-boarding and discuss development opportunities with your line manager.
- Become familiar with a range of transport grants and loan programmes.

**Within three months, you will:**

- Attend and minute at least one meeting with an external stakeholder.
- Develop or build on data reporting and analysis skills.
- Explore other focus areas of the transport team, like fleet decarbonisation, charge point host transition support and EV driver training.

**Within six months, you will:**

- Regularly communicate with internal stakeholders.
- Learn new or grow existing skills in Excel.
- Develop a stronger understanding of the other projects, programmes and focus areas of the transport team, as well as those of the wider company.
- Be invited to attend a social event on behalf of one of our social

	<p>committees; Energy Saving Trust's social committees organise and host events on and off-site for their offices.</p>
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**Knowledge, skills  
and qualifications  
required**

**Essential:**

- Strong administration skills including attention to detail, organisation, and ability to multitask and prioritise.
- Experience managing spreadsheets, databases and documents containing large amounts of data.
- Experience managing a busy email inbox and a large customer base.
- Proven customer service experience, especially answering enquiries over the phone and by email.
- Demonstrable experience with the core Microsoft Office Suite programmes and proven ability to use Excel, Word, PowerPoint and Outlook.
- Willingness to attend infrequent, occasional in-person team meetings or team away days.
- Be a team player and demonstrate flexibility with a willingness to work with multiple teams across different projects and programmes.
- Willingness to learn about project management and stakeholder engagement.

**Desirable:**

- Experience using Microsoft Power BI, SharePoint or OneNote.
- An interest in, or relevant experience in, the transport, environment or sustainability sectors.
- Willingness to attend events and engage with stakeholders, presenting information to a diverse audience.
- Experience monitoring and assessing key performance indicators and communicating progress against targets to internal and external stakeholders through report writing.