

Job Description

Role Title	Programme administrator apprentice
Job Family & Category	Project/programme management - assistant
Team	Services Delivery
Line Manager	Team Leader
New/ Existing Role	New
Perm/ Fixed Term	12 months fixed term contract
Resource and Management Responsibilities	To provide effective administrative support to a variety of grant and loan programmes.
Job purpose	To provide effective administrative support to a variety of grant and loan programmes. You will need to follow defined processes to ensure accurate information and reports are provided to internal and external stakeholders. You will complete various administrative tasks in order to support customers taking advantage of government schemes.
Key responsibilities	<ul style="list-style-type: none"> ▪ Verify the information provided in grant & loan applications and claims against set criteria, including following up on further information with applicants, installers, and other internal teams as necessary. ▪ Contact customers as required via email/letter/telephone to resolve any issues. ▪ Maintain good administrative systems to ensure that all filing and key documents are kept in accordance with Energy Saving Trust quality procedures. ▪ Maintenance and updating of the relevant databases and spreadsheets. ▪ Processing postal applications and other customer information sent to our Edinburgh office. ▪ Supporting members of the management team when required. ▪ A willingness to learn about and support our efforts to become a more diverse, inclusive, equitable and sustainable organisation.

Impact description

Within one month, you will:

- Be familiar with Energy Saving Trust systems and processes.
- Complete initial onboarding training
- Have met the immediate team, and wider Home Energy Scotland team.
- Process customer applications with guidance from management and members of the team.
- Scan postal applications onto the system.

Within three months, you will:

- Become confident with our processes and systems.
- Process customer applications independently.
- Respond to customer contact via the application portal.

Within six months, you will:

- Be trained in the processing of customer claims, and making outbound calls to customers where further information might be required.
- Have a strong understanding of the full customer journey and use this to provide a more impactful, detailed, and comprehensive, support to customers.
- Play an active role in the culture of Energy Saving Trust, and support our mission in promoting decarbonisation, and the transition to net zero.

<p>Knowledge, skills and qualifications required</p>	<p>Essential:</p> <ul style="list-style-type: none"> ▪ Good IT skills (Microsoft Office suite, Internet, use of databases). ▪ Demonstrated ability of working in a team support role. ▪ Excellent organisational skills. Ability to prioritise tasks within a demanding environment. ▪ A proven track record in delivering excellent customer service. ▪ Strong interpersonal skills and written skills. ▪ Excellent attention to detail, alongside excellent numeric skills. ▪ Ability to work to deadlines across a range of tasks. ▪ Self-motivation, enthusiasm, and willingness to learn. ▪ An interest in sustainability and renewable energy. ▪ Ability to work with minimal supervision. <p>Desirable:</p> <ul style="list-style-type: none"> ▪ Knowledge and understanding of energy efficiency and renewable energy.
	<p>Apprenticeship: Successful completion of all training and workplace objectives will lead to an apprenticeship qualification in:</p> <ul style="list-style-type: none"> ▪ Business Administration Level 3.