

JOB DESCRIPTION

Role Title	Programme Administrator (4-days)/ Office Co-ordinator (1-day)		
Directorate	Scotland		
Team	Services Delivery Team		
Line Manager	Service Delivery Manager		
New/ Existing Role	Existing		
Perm/ Fixed Term	Fixed Term	Grade 5	
Job Purpose	<p>To provide effective administrative support to a variety of grant & loan programmes (RHPP) – 4 days a week.</p> <p>To provide administrative and logistic support to the EST Scotland team in order to ensure smooth running of Scotland office – 1 day a week</p>		
Resource Management Responsibilities	Budget/ Equipment Accountabilities	People (EST) Accountability	Contractor Accountability
	Nil	Nil	Nil
Organisational Context	See organisation chart attached		
Critical Accountabilities (between 4-8)	<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. • Maintain good administrative systems to ensure that all filing and key documents are kept in accordance with EST's quality procedures. • Maintenance and updating of the relevant databases and spreadsheets. • Manage the production / distribution / handling of all relevant finance documentation (e.g. purchase 		

	<p>orders, invoices, etc.)</p> <ul style="list-style-type: none">• Assist the Services Delivery team with ad hoc requests as required.• Provide PA support to Director of Scotland• Front of house/reception and switchboard duties• Arranging travel and courier requirements
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Competency Requirements	Level 1	Level 2	Level 3	Level 4
Communication, interpersonal and negotiation skills			•	
Financial and commercial acumen			•	
Delivering results			•	
Applying knowledge and expertise			•	
Customer Focus			•	
Change Management				•
Managing People				•
Team Working		•		
Knowledge, skills and qualifications required	<p>Must have:</p> <ul style="list-style-type: none"> • Strong administrative experience demonstrating excellent administrative and numeric skills. • Excellent organisational skills with good ability to prioritise tasks within a demanding environment. • A proven track record in delivering excellent customer service. • Experience of working as a key member of a multi-skilled team with an ability to deal effectively with people at different levels of seniority. • Experience in working in a quality-audited environment and complying with set organisational procedures and processes. • Excellent oral and written communication skills. • Recognition of the importance of repetitive tasks. • A sound knowledge of MS software, particularly Word and Excel. 			

	<p>Desirable:</p> <ul style="list-style-type: none">• Demonstrable experience of collating and reporting statistics.• Experience of managing financial records.• A working knowledge of energy efficiency and renewable energy technologies.
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