

JOB DESCRIPTION

Job Title	Operations Officer		
Directorate	Operations		
Team	Home Energy Scotland, Advice		
Line Manager	Operations Manager		
Grade	4		
Job Purpose	To provide operational support to the Home Energy Scotland network, to enable delivery of a world class advice service and achievement of Scottish Government targets		
Resource Management Responsibilities	Budget/ Equipment Accountabilities Nil	People (EST) Accountability Nil	Contractor Accountability Nil
Critical Accountabilities (between 4-8)	<ul style="list-style-type: none"> • Provide a first point of contact and support for advice centre operational issues, including providing extended hours emergency support along with the rest of the operations team. Extended hours are weekdays 8 – 9am and 5 – 8pm; Saturdays 9am – 5pm and Scottish bank holidays. • Support the Operations Manager to design, test and maintain operational processes and systems, consulting with the network and relevant EST staff. Communicate these out, including providing training as required. • Organise and prepare documentation such as data sharing agreements, operational reports and government statistics, liaising with colleagues from across EST, the advice network and partner organisations. • Other operational tasks including raising purchase orders and processing invoices, organising meetings, undertaking routine operational activities such as covering operations inbox, maintaining good admin systems to ensure that all filing and key docs are kept in accordance with EST's quality procedures, covering for other members of the operations team as required, and assisting with ad hoc requests. 		

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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	Must have: <ul style="list-style-type: none"> • Excellent communication skills, both written and verbal • Self-starter and able to work on own initiative • Results orientated with the ability to work to deadlines and prioritise tasks within a demanding environment • Team player who works co-operatively to deliver results • Good organisational and administrative skills • Ability to deliver excellent customer service • Good analytical skills 			

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	<ul style="list-style-type: none">• Ability to understand IT systems and to troubleshoot effectively• Sound knowledge of MS software, particularly Sharepoint, Word and Excel <p>Relevant experience:</p> <ul style="list-style-type: none">• Experience of writing reports / documentation and collating statistics• Experience of developing effective processes• Experience of CRM systems
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