

Job Description

Role Title	Programme Assistant, Scottish EPC Register		
Directorate	Scotland		
Team	Scottish EPC Register		
Line Manager	Eilidh Donald		
New/ Existing Role	Existing		
Perm/ Fixed Term	Permanent	Grade 5	
Job Purpose	To support the Programme Manager with the daily operation and delivery of the EPC register (incl Green Deal) in Scotland.		
Resource Management Responsibilities	Budget/ Equipment Accountabilities	People (EST) Accountability	Contractor Accountability
	None	None	None
Organisational Context	The role is within the HES team.		
Critical Accountabilities	<ol style="list-style-type: none"> 1. Provide a first point of contact and support for external users of the EPC Register and respond to general and technical enquiries relating to the register, EPCs, Green Deal and Section 63. 2. Manage the missing address process and improvement project. 3. Lead on the report improvement project and take responsibility for other projects as the need arises. 4. Assist the EPC Programme Manager to design, test and maintain technical improvements and operational processes to the EPC Register, consulting with stakeholders and relevant EST staff. 5. Organise and prepare documentation such as data sharing agreements, data extracts, user guides, supporting documents and government statistics, liaising with Government stakeholders, IT providers and relevant EST colleagues. 6. Identify, raise and assist with resolving urgent issues, liaising with stakeholders, Government sponsors and colleagues within EST, to a satisfactory resolution. 7. Other operational tasks including raising purchase orders and processing invoices, creating invoices, organising meetings, undertaking routine operational activities such as, 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 Scottish EPC Register team as required, and assisting with ad hoc requests. 8. Liaise with a range of stakeholders including Approved Organisations, Software Providers and Scottish Government regarding the day to day operation of the Register. 9. Become a subject matter expert on the EPC Register and its data by those seeking guidance. 10. Must be able to communicate with both technical and non-technical users. 		

Competency Requirements	Level 1	Level 2	Level 3	Level 4
Communication, interpersonal and negotiation skills			X	
Financial and commercial acumen			X	
Delivering results			X	
Applying knowledge and expertise			X	
Customer Focus			X	
Change Management			X	
Team Working			X	
Knowledge, skills and qualifications required	<p>Must have:</p> <ul style="list-style-type: none"> Well-developed administration skills, including use of Office products and finance administration Excellent organisational skills including ability to work to deadlines, prioritise and be results orientated Excellent communication and interpersonal skills, able to work on own initiative and as part of a team Ability to manage a busy workload, and prioritise Excellent numeracy skills and high attention to detail Excellent time management skills Self-starter and able to work on own initiative Ability to understand IT systems and to troubleshoot effectively. Experience of writing reports, documentation and collating statistics. Experience of developing specifications. Varied experience of user acceptance testing from system operations to user functionality and data validation. Project management skills 			
	<p>Desirable:</p> <ul style="list-style-type: none"> A broad knowledge of the energy efficiency sector including, Green Deal and other similar energy related programs. Experience of working with the Scottish Government An understanding of the SAP / RdSAP energy assessment methodology. Experience and understanding of the Energy Performance Certificate (EPC) process and requirements, ideally in Scotland. Experience of IT system enhancement, specification and implementation. 			