



This dynamic organisation, an independent charity, promotes energy efficiency awareness and renewable energy in the domestic, business and community sectors throughout South West Scotland.

JOB DESCRIPTION

Post Title	Temporary Home Insulation Scheme Energy Advisor/ Administration Assistant
Salary	£14,655 per annum (pro rata)
Contract Length	For a period up to 4 months
Workplace	Energy Saving Scotland advice centre (ESSac), Energy Agency, Watson Peat Building, Auchincruive, Ayr KA6 5HW
Responsible to	Home Insulation Scheme (HIS) Assessment Manager or her/his delegate.
Primary purpose	The Home Insulation Scheme (HIS) Energy Advisor/ Administration Assistant will provide administrative support to the work of the HIS Assessor Team, play a key role in organising meetings and events to publicise and promote the Home Improvement Scheme and, as required, provide advice to householders by phone or in person.

The post is part of a team delivering a comprehensive area-based initiative across selected areas of Scotland, delivering energy efficiency advice and measures to the general public in their own homes. The post presents an opportunity to work in a busy and fast-paced environment.

The HIS Energy Advisor/Administration Assistant will be based at the Energy Agency and will support HIS projects in South Ayrshire, East Ayrshire and, subject to confirmation of funding, Dumfries & Galloway.

Responsibilities:

- Data input and monitoring and ensuring that HIS assessment details are or have been inputted accurately into the CRM system used within the ESSac.

Contributing to positive customer relationships and assisting customers as required in progressing their unique customer journey.
- Liaising with colleagues to ensure that partners, events and opportunities for promoting the Home Insulation Scheme and the Energy Saving Scotland advice centre are maximized and delivered effectively.
- Liaising with appropriate staff in Insulation Installer and other partner organizations.
- Operating a diary booking service for contracted Insulation Installers
- Responding to demand generated by marketing campaigns including, as required, provision of advice to householders and small businesses by phone, e-mail or in person, on energy efficiency, renewable energy and sustainable transport;
- Maintaining exhibition graphics and materials.
- Preparing event materials and briefing colleagues.
- Maintaining online publicity for events.
- Developing and maintaining contact databases and spreadsheets.
- Organizing meetings and events.
- Proofing copy and artwork for a variety of projects.
- General office administration.

Principle Accountabilities:

- To help ensure that the performance targets set by the Energy Saving Trust and Scottish Government are met.
- To help ensure that the advice and service provided by the HIS home energy assessors on the doorstep is appropriate and accurate, in order to engage with householders on an individual level.
- To help ensure the data captured on the doorstep is referred within the project timescales.

PERSON SPECIFICATION

The specifications below are indicated as being essential (E) or desirable (D) for the post:

Job related knowledge and skills

- Experience of working in an environment of tight timescales and conflicting priorities (E)
- Polite and professional telephone manner (E)
- Ability to deal with people at all levels (E)
- Experienced user of MS Word and Excel (E)
- Excellent numeracy & literacy skills (E)
- Excellent communication skills, both written and verbal (E)
- Excellent IT and Data Entry skills (E)
- Experience of working in an environment of providing advice to members of the public (D)
- Ability to work with minimal supervision (D)
- Knowledge and understanding of energy efficiency, fuel poverty, renewable energy and transport energy matters (D)
- Knowledge of the local/project area (D)
- Relevant experience in a similar role (D)

Qualifications, General Education & Experience

- Standard grades or equivalent in English Language and Mathematics (E)
- Experience of working in a customer care focused organisation (D)
- Experience of working with data and databases (D)
- Clean, current driving licence (E)

Personal Qualities

- An enthusiastic and positive person with high personal standards in respect of the work ethic (E)
- A good team member, self motivated and keen to foster a spirit of co-operation within the organisation (E)
- A good 'eye' for detail (E)
- High standard of customer service (E)
- Willingness to tackle a wide range of tasks (E)
- Organised with a mature and responsible attitude to work (E)