

Job Description

Role Title	Programme assistant (Hub team administrator)
Job Family & Category	Project/programme management: Assistant
Team	Business Energy Scotland
Line Manager	Team leader – Business Energy Scotland
New/ Existing Role	Existing Role
Perm/ Fixed Term	Permanent
Resource and Management Responsibilities	<ul style="list-style-type: none"> ▪ None
Job purpose	<p>Energy Saving Trust requires a programme assistant to join the Business Energy Scotland service that delivers impartial energy advice and support to Scottish small medium enterprises (SMEs). This support helps SMEs to install energy efficiency, low carbon heat and renewables technologies to realise carbon, cost, and energy savings.</p> <p>This role will be within the Business Energy Scotland “hub team” who provide and manage all back-office operations for the service, including coordinating the movement of work activities through the customers journey to various internal and external teams.</p> <p>Our programme assistants handle all inbound enquiries to the Business Energy Scotland service through phone, web chat and email inboxes. The role also provides essential back-office support to wider Business Energy Scotland team to record customer information and track the customer journey using CRM software. This role will normally be the first point of contact for a new customer contacting Business Energy Scotland, so it is key in delivering excellent customer service and driving call standards to increase engagement with SMEs in Scotland.</p>
Key responsibilities	<ul style="list-style-type: none"> ▪ Provide excellent customer service, surpassing the minimum standard of call quality required. ▪ Ensure all enquiries are answered and accurately recorded within specified timescales, as well as provide timely and proactive follow-up advice via telephone and email. ▪ Ensure all data recorded and tracked through the customer journey

meets expected quality levels.

- Engage with customers to ensure the correct information is provided to enable Business Energy Scotland colleagues to provide relevant advice and support.
- Liaise with internal teams and external consultants to maintain a smooth customer journey.
- Ensure individual and team targets are achieved within specified timescales.
- Provide additional administrative support for sub-teams and projects across the Business Energy Scotland service as required.
- A willingness to learn about and support our efforts to become a more diverse, inclusive, equitable and sustainable organisation.

Within one month, you will:

- Gain an overall understanding of the Business Energy Scotland program and the Hub's role within it, setting the foundation for impactful contributions.
- Gain a comprehensive understanding of the customer journey and the Hub's associated processes.
- Implement CRM training to accurately handle and record inquiries, enabling timely responses and fostering immediate positive impacts on customer satisfaction.

Within three months, you will:

- Undertake more complex tasks, ensuring customer-provided information meets all criteria to advance the customer journey, while also ensuring accurate capture and recording in the CRM.
- Implement training on the helpline to handle inbound enquiries via calls, enhancing your communication skills, and customer interaction while following our quality assurance framework.
- Establish and nurture relationships with other members of the Business Energy Scotland team to smoothly transition inquiries for in-depth technical support in the subsequent stages of the customer journey.

Within six months, you will:

- Demonstrate confidence in all Hub tasks, utilising the CRM proficiently, exhibiting deep process understanding, and effectively executing tasks across various stages of the customer journey.
- Implement training to confidently issue customers with their

	<p>bespoke energy efficiency report, marking a key milestone in the customer journey. These reports are written by energy experts and provide customers with comprehensive assessments and recommendations to support their energy saving projects.</p> <ul style="list-style-type: none">▪ Handle ad hoc tasks to maintain data integrity, ensure smooth operations, and enhance customer engagement in the program's initiatives.
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<p>Knowledge, skills and qualifications required</p>	<p>Essential:</p> <ul style="list-style-type: none"> ▪ Well-developed customer service skills. ▪ Proficiency in call handling or willing to learn this skill- training and coaching will be provided. ▪ Demonstrable IT skills and willingness to learn software used in the role, such as Microsoft Office applications (Word, Excel, Teams, Outlook). ▪ Experience in a team supporting role. ▪ Experience of using administrative, tracking, and reporting systems. ▪ Experience of working with internal and external stakeholders. ▪ Ability to use own initiative while following routine tasks. ▪ Excellent organisational skills and the ability to prioritise tasks within a demanding environment. ▪ Ability to effectively communicate both orally and in writing with internal and external customers. ▪ Good numeracy skills. <p>Desirable:</p> <ul style="list-style-type: none"> ▪ Experience in energy efficiency, low carbon heat, and renewable technologies, coupled with knowledge of environmental issues, legislation, and procedures. ▪ Understanding of key performance indicators and their relevance in the work environment. ▪ Experience of using CRM software, Microsoft Dynamics CRM, and SharePoint. ▪ Experience in financial administration, including invoice processing, with a strong understanding of office and team systems and processes.
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