

Job Description

Role Title	Project Delivery Assistant
Job Family & Category	Project/Programme Management
Team	Services Delivery
Line Manager	Team Leader
New/ Existing Role	Existing
Perm/ Fixed Term	Permanent
Job Purpose	To provide effective administrative support to a variety of grant & loan programmes.
Key responsibilities	<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. ▪ Focus on customer service and delivering an effective customer journey. To this end during the financial year, we aim to achieve: <ul style="list-style-type: none"> -call quality with a target of achieving an average score of 95%. -95% of our customers being satisfied with our service. ▪ Contact customers as required via email/letter/telephone to resolve any issues. ▪ Maintain good administrative systems to ensure that all filing and key documents are kept in accordance with Energy Saving Trust quality procedures. ▪ Maintenance and updating of the relevant databases and spreadsheets.

Knowledge, skills, and qualifications required	Essential: <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.▪ The ability to work under own initiative with minimal supervision.▪ An ability to communicate effectively to a range of audiences including vulnerable applicants.▪ Experience in working in a quality-audited environment and complying with set organisational procedures and processes.▪ An enthusiastic and positive approach.▪ A sound knowledge of MS software, particularly Word and Excel.▪ A willingness to learn about, engage with and support our efforts to become a more diverse, inclusive, and equitable organisation.
	Desirable: <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.