

<b>Designation:</b>	<b>Domestic Energy Support Officer</b>
<b>Grade:</b>	<b>Grade 4</b>
<b>Responsible to:</b>	<b>2030 Strategy Manager</b>
<b>Service Area:</b>	<b>Directorate of Place</b>
<b>Post Number:</b>	

## ESSENTIAL CRITERIA

### QUALIFICATIONS

- Educated in or with experience of relevant subject areas (e.g. environmental management; environmental sciences; sustainable/renewable energy; project management; marketing; communications).

### EXPERIENCE

- Assisting in project management
- Experience of working with a range of stakeholders
- Delivering customer focused services
- Coordination of events and meetings
- Customer care skills, dealing effectively with customer enquiries and using customer feedback and service quality standards.
- Creating social media content

### SKILLS & KNOWLEDGE

- A broad understanding of UK energy infrastructure
- Experience in working with budgets
- Enthusiasm and commitment to environmental and social welfare objectives.
- IT literacy (MS Excel, Word, Outlook, Databases and software packages)
- Good written and verbal communication skills
- Understanding of administrative processes and systems
- Ability to write clear inputs to reports
- Good numeracy skills - Ability to interpret information and data

### PERSONAL ATTRIBUTES

- Ability to use own initiative and meet deadlines
- Ability to work on a number of tasks at any one time and to work to changing priorities.
- Ability to assist in making day to day decisions in line with a scope and to know when to defer to others for advice

### OTHER

- Committed to working for an employer that values diversity and equality of opportunity
- Ability to travel for work purposes when required

## DESIRABLE CRITERIA

### QUALIFICATIONS

- Educated in or experience of relevant subject area

## EXPERIENCE

- Experience of working in, or in support of, local or other statutory authorities.
- Experience of working in marketing, digital media, website design, communications campaigns

## SKILLS & KNOWLEDGE

- Ability to coordinate and compile project reporting
- Ability to understand issues and translate to stakeholders
- Ability to effectively engage and increase market outreach

## CORE COMPETENCIES

### 1. **Effective Communication**

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

### 2. **Customer Service**

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment to understanding and meeting their needs, in line with policies.

### 3. **Working Together**

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

### 4. **Innovating**

You will be able to seek better, more effective ways of delivering services.

### 5. **Accepting Change**

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

### 6. **Supporting the delivery of SDC priorities**

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service.