

JOB DESCRIPTION

JOB TITLE:	Technical Support Officer
MANAGED BY:	Senior Low Carbon Technical Advisor
GRADE:	7

THE ROLE

Led by the regional Metro Mayor, the West of England Mayoral Combined Authority (WECA) brings together three local councils, the Local Enterprise Partnership and works with communities, other public services, and industry to deliver for the region.

This is an exciting time to join the Combined Authority, with recent investment secured for the region to deliver on Mayoral priorities to improve transport, skills and housing for our residents, take decisive action to tackle the climate emergency, and to support communities facing the cost-of-living crisis. There is a relentless focus on delivery to put the West of England on the map for regional, national and global success.

The Combined Authority is now looking to appoint a Technical Support Officer to join the Low Carbon Business Support team.

Reporting into the Senior Technical Advisor, the Technical Support Officer will specialise in providing technical and analytical assistance to the Low Carbon Business Support team.

They will:

- support delivery of energy surveys and grants to small and medium businesses and charities in the region
- help deliver the Mayoral priority to tackle the climate & ecological emergency through the West of England's Climate and Ecological Strategy and Action Plan, pushing to reach our very ambitious net zero targets by 2030.

KEY RESPONSIBILITIES

The role will principally support the Technical Advisors in the delivery of energy surveys for businesses in the West of England. It will involve a range of administrative responsibilities and technical/analytical support in a fast-paced environment where we have already supported over 900 organisations in the region. This will require the postholder to adapt to the changing needs of the project. You will be encouraged to

develop your own skills through peer support and shadowing opportunities with the Technical Advisors where possible. Typical responsibilities are listed below.

- Gather, review and analyse energy and resource data, such as utility bills, to estimate a business' annual carbon emissions prior to survey. This also includes contacting businesses by email and/or phone for more information or clarification.
- Track and chase responses to survey booking requests, as well as requests for additional information following a survey.
- Support the Technical Advisors with calculations to estimate potential carbon savings from various carbon reduction measures.
- Assist with the review of technical evidence, such as quotes and specifications provided with grant applications and grant claims.
- Assist with research tasks to support technical accuracy and the continuous improvement of the programme.
- Maintain technical data models to ensure the collection of accurate data; helping to provide monthly, quarterly and narrative reporting; and responding to internal/external requests for technical information.
- Support and contribute to activities that raise awareness of and interest in our survey and grant schemes.
- Help to evaluate the impact of grant, including through case studies.
- Any other duties commensurate with the role.

PERSON SPECIFICATION

ESSENTIAL (MUST HAVE)

Qualifications and Knowledge

- Educated to degree level or equivalent with a strong science, technology, engineering and/or mathematical component.
- Clear understanding of the scientific link between energy/resource efficiency and carbon emissions.

Experience

- Handling, analysing and presenting energy data to a range of audiences, such as energy bills and meter readings.
- Using Microsoft packages for processing, presenting and manipulating data.
- Providing administrative support for a fast-paced and innovative project.
- Developing documents and presentations in a range of styles and formats.
- Database support including system administration, designing reports, and audit of and analysis of data.

Skills and Competencies

- Excellent IT skills including Outlook, Word, Excel, Powerpoint and database entry and reporting.
- Methodical in approach with good attention to detail.
- Excellent customer service skills, with the ability to deal competently with enquiries and complaints.
- High standard of written and oral communication skills.
- Self-motivated, capable of planning and prioritising own workload to meet deadlines.
- Flexible and agile with the ability to respond at pace to competing demands.
- Able to work as part of a team and build relationships with colleagues in partner organisations at various levels.
- Appreciation of the importance of discretion and confidentiality.

DESIRABLE

Qualifications and Knowledge

- Experience of working on a low carbon project or with small businesses.
- Experience of calculating potential energy and carbon savings of carbon reduction measures.
- An understanding of business subsidies or similar and/or Subsidy Control rules.
- Experience of carrying out data analysis using Power BI, Tableau or similar software.