

JOB DESCRIPTION

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

BACKGROUND

The West of England Mayoral Combined Authority is seeking to appoint a Technical Support Officer to join the Low Carbon Business Support team.

This is an exciting time to join the West of England Mayoral Combined Authority. In the last year nearly three quarters of a billion pounds of new investment has been secured for the region. New plans are in place 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.

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

You will be a key player in leading our response to tackle the climate and ecological emergency. We are delivering on the West of England's Climate and Ecological Strategy and Action Plan and making the West of England the bee and pollinator capital of the U.K. as we push to reach our very ambitious net zero targets by 2030.

Come and help shape the future of the West of England, a place so many people are proud to call home.

THE ROLE

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 Carbon Surveys and grants to small and medium businesses and charities in the region
- help deliver the Metro Mayoral priority to tackle the climate & ecological emergency

KEY RESPONSIBILITIES

The role will principally support the Technical Advisors in the delivery of energy/carbon surveys for approximately 400 businesses in the West of England. It will involve a range of administrative responsibilities and technical/analytical support in a fast-paced environment. 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.

REWARDS AND BENEFITS

Alongside a competitive salary, we offer an excellent benefits package including:

- 26/31 days annual leave plus bank holidays
- Generous Employer-Contribution Pension Scheme through the Avon Pension Fund
- Cycle to work scheme and secure bike parking
- Free eye tests for all display screen equipment (DSE) users
- Discounted monthly bus tickets
- Hybrid working to split your week between the office and home to help you achieve the best work/life balance and career goals.
- Carbon Literacy training is available for all staff at the Combined Authority. We are working towards the authority's aim of becoming a Gold Level Carbon Literate Organisation by 2025, which means having more than 50% of staff trained and certified as Carbon Literate.

We are based in a new bright, airy, modern office space, with all the latest technology, under a 10-minute walk from Bristol Temple Meads Train Station. We offer flexible and hybrid working options too if you would rather work from home, or another suitable location.

As an equal opportunities employer, we invite applicants to contact us to identify any additional support they may need during the recruitment process.

WE PAY THE LIVING WAGE

We're proud to have been accredited as a Living Wage Employer. Living Wage accreditation means that everyone working at The West of England and Combined Authority receives a minimum hourly wage of £15.84 - higher than the government minimum for over 21s, currently £11.44 per hour. Find out more [here](#).



WE ARE A FOUNDING MEMBER OF THE GOOD EMPLOYMENT CHARTER

We're proud to have been accredited as a founding Member of the West of England Good Employment Charter. Find out more about the charter [here](#).

