

JOB DESCRIPTION	
Job Title	Commercial Support Officer
Service	Climate Change & Energy Services
Directorate	Place and Sustainability
Job Title of Line Manager	Assistant Director, Climate Change & Energy Services
Grade	Grade SO2
Position Number:	333016866

PURPOSE OF THE JOB

- To assist the Assistant Director and Head of Energy Services in the ongoing business of the service and the commercialisation of projects.
- To maintain and improve the provision of office, financial management and supervisory support services.
- To ensure that services are delivered to a high standard.

PRINCIPAL ACCOUNTABILITIES

1	<p>Commercial Support (25%)</p> <p>Supporting and developing the commercialisation of the service including:</p> <ul style="list-style-type: none"> • Development of funding bids, finance administration and implementation of grants • Development and implementation of key commercial arrangements to secure income and funding for energy projects and their business cases • Undertake commercial activity including organising workshops and meetings, developing packages of work, delivering action plans and monitoring achievement against set outputs. • Monitor and evaluate Council policies and processes, in particular procurement and finance, to ensure their implementation across the service is compliant and developing recommendations for action in areas of concern. • Consultations and negotiation processes with clients and customers, taking the lead when necessary. • When requested, representing the County Council at meetings with partners and external bodies. • Taking accountability for decisions • Advising and informing others on matters relating to own job or service
2	<p>Financial Support (25%)</p> <ul style="list-style-type: none"> • Support the Assistant Director and Head of Energy Service to manage and monitor service and project budgets. • Support the service to submit grants claims for funding and deliverables ensuring these are recorded against key milestones and contracts. • Interrogate the County Council financial systems and make recommendations for appropriate action, ensuring any discrepancies in expenditure or likely budget overspends are highlighted and resolved

	<ul style="list-style-type: none"> • Ensure the service complies with County Council financial processes and systems • Ensure that customers are invoiced in accordance with County Council policies and procedures and debt recovery is managed. For example, schools retrofit programme, Swaffham Prior heat Project, Economic Development grants • Embed the finances for new projects into ERP to ensure they are properly managed and monitored in the Council's systems • Act as the central contact for service financial administration and coordination
3	Project work (15%) <ul style="list-style-type: none"> • Set up projects into the Council's online management and reporting system • Support project work to ensure that objectives are delivered and within budget targets. • Work to help ensure value for money outcomes are achieved by following Council procurement processes. • Oversee and manage the customer billing arrangements and heat supply agreements for new customers for the Swaffham Prior Community Heat Project to ensure they run smoothly
4	Office Support (15%) <ul style="list-style-type: none"> • Build expertise in the Council's online business systems and service e.g., ERP Gold, POWA to support and advise the service • Undertake general clerical & administrative tasks as required including minuting meetings as required • Coordinate the Business Continuity Plan annual update • Manage and monitor the administrative operations of the service in compliance with corporate standards and legislation. • Promote the role/function of the service internally and externally • Support the Service to manage complaints in compliance with the Council's processes
5	Communications and Liaison (10%) <ul style="list-style-type: none"> • Liaise with both internal and external clients and stakeholders. • Support effective communications between the Climate Change & Energy Services team and its customers, partners, and key stakeholders. • Contribute to the wider work and business areas of the Service as required. • Ensure that any wider Council issues are fed back to the appropriate team.
6	Quality Management (5%) <ul style="list-style-type: none"> • Work with recruiting managers in the service to secure quality recruitment systems and processes • Manage and monitor key work programmes, ensuring work is completed to timescales and requirements and properly planned and prioritised.
7	Health & Safety (5%) <ul style="list-style-type: none"> • Take responsibility for Health and Safety issues in the service ensure the provision and maintenance of a healthy and safe working environment – monitoring and reviewing systems and processes • Identify and act upon any Health and Safety issues to reduce the risk to self and others

PERSON SPECIFICATION	
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<u>Qualifications</u> Essential <ul style="list-style-type: none"> • Educated to degree level, NVQ4 or equivalent standard, or equivalent demonstrable experience • IT Qualified – Microsoft Word, Excel, Powerpoint Desirable <ul style="list-style-type: none"> • PRINCE 2 • Financial systems e.g ERP Gold 	
<u>Knowledge and Experience</u> Essential <ul style="list-style-type: none"> • Extensive office and finance administrative experience • Demonstrable experience of administering and supporting Projects • Understanding of budget management • Understanding of systems, processes and relevant legislation • Experience of policy development • Fully IT proficient, including Windows, Office, and specialist packages, on-line meetings Desirable <ul style="list-style-type: none"> • Knowledge of Council policies & procedures • Experience of local authority working • Commercial Support experience 	
<u>Skills</u> Essential <ul style="list-style-type: none"> • Experience using business and finance systems • Strong communication and listening skills • Excellent customer service skills • Negotiation skills • Adaptable and creative approach to problem solving • Confident IT skills including excel spreadsheets • Approachable and adaptable • Able to prioritise workload and complete in timely manner • Ability to work with a high degree of accuracy Desirable <ul style="list-style-type: none"> ▪ Strives for excellence ▪ Ability to challenge others sensitively ▪ Ability to travel to support meetings, workshops at various office locations 	