

## Technical Support Officer Job Description

<b>Job Title:</b>	Technical Support Officer
<b>Reporting to:</b>	Technical Coordinator
<b>Location:</b>	Central London, Monument
<b>Date advertised:</b>	July 2021
<b>Contract type:</b>	Fixed Term until March 2022
<b>Job description reviewed:</b>	July 2021

### Organisation

Salix Finance is a non-departmental government body established to accelerate public sector investment in low carbon technologies. Salix is publicly funded by BEIS, DfE, and the Welsh and Scottish Governments and works with public sector bodies throughout the UK, helping them make progress towards achieving their carbon reduction targets. We do this by offering grants and interest free loans for low carbon and energy efficiency projects. By joining Salix, you will learn about low carbon technologies and their application in the built environment, financing of capital projects, government policy and client relationship management.

Salix are proud to have been awarded the Investors in People Gold Award and came first in the Sunday Times Top 100 companies to work for in category small companies, not for profit category in 2021.

### Job Purpose

Salix works to enable the public sector in the UK to reduce its carbon footprint. The task of reducing the UK's carbon emissions needs individuals who will work as a constructive team member building positive relationships with our clients to enable them to implement low carbon technologies across their estate.

### Work Life at Salix

For staff joining Salix we run a comprehensive induction programme to support staff to be successful at work. Every member of staff is in a team and has a named line manager who helps you plan your work and manage your training and development. You will be encouraged to study for further industry qualifications, and you will become an expert in low carbon technologies.

### Key responsibilities

- Oversee/ensure the completion of quality and accuracy of technical reviews of applications for financing
- Undertaking full technical reviews of applications in line with Technical Services Procedures for all funding programmes, including assessment of technical feasibility, financial value for money and project delivery risk assessments
- Oversee the review and either close/respond to clients when query responses are received
- Liaise with clients on projects that require more experience and understanding of a technology including attending client meetings

- Managing the delivery of business cases and other support work sent to Salix's external technical consultants
- Producing performance reports for the Technical Services Manager and other programme leadership teams
- Supporting Technical Services Manager in developing processes for the measurement and analysis of approved applications

### **Key duties**

- Conducting site visits and audits to evaluate installed technologies, provide advice on making a Salix application and supporting pipeline building
- Develop additional Salix support material including best practice examples and case studies
- Updating and continual development of Salix Application Forms and technical procedures
- Development of technology-specific tools to support client calculations
- Build new and maintain existing relationships with clients and consultant/supplier base
- To develop staff technical knowledge through shared learning
- Support the marketing team with technical aspects of marketing material
- Overseeing the analysis of Salix projects
- Represent Salix at various promotional events
- Organise and deliver technical and corporate presentations at client workshops and to the Salix board
- Support the business development team with any development/research work relating to the organisation, technologies or the reporting databases, website and front-ends such as the Recycling Fund reporting system (SERS).
- Also, to include any other duties and responsibilities within the range of the salary grade

### **Person specification**

- See [Appendix 1](#)

### **Salary**

- £25,500 during probationary period which lasts 12 weeks
- £26,000 after successful probationary period
- Rising to £33,000 by annual increments, based on performance

### **Employee Benefits**

- 28 days annual leave
- Cycle to work scheme
- Contributory pension scheme
- Employee support with public transport costs
- Supported training budget for staff

### **Appointment process**

Salix is an equal opportunities employer and has a policy of equal pay. Salix operates a probationary period for all new staff. This ensures people joining Salix can find out that the job meets their expectations and that Salix can support each member of staff in their role. This is on a fixed term 12-week probationary contract. Successful completion of the probationary period will lead to an offer of employment contract.

The Person Specification for this position can be found in Appendix 1. All criteria outlined in the specification are considered essential and will be assessed through a combination of the application statement, CV, and interview.

Candidates must demonstrate that they meet the qualifications, experience, skills and abilities listed in the Person Specification. In order that candidates focus on the experience, skills and abilities in the Person Specification ten specific areas have been highlighted with a ✓. Candidates should focus on these ten points in their written statement which should be no more than 1,500 words. Other aspects of the Person Specification will be evidenced from your CV and the final interview. See appendix 1 for the *person specification*.

### **How to apply**

If you wish to apply for this role, please submit all of the following to HR@salixfinance.co.uk.

1. An up to date CV
2. A statement of no more than 1,500 words as to how you match the requirements of the Person Specification ensuring you address the **ten key criteria** highlighted in the key criteria column of the Person Specification
3. Equality monitoring form ([\*available to download here\*](#))

Please specify in the application the subject the job title you are applying for and within the email where you saw the job posted.

### **Appointment timetable**

- Shortlisted candidates will be invited to interview at an agreed time/date.
- Presentation details will be released prior to interview.
- Start in post by mutual agreement.

### **Key information about application**

- Applicants must demonstrate through their CV and personal statement that they meet the qualifications, experience, skills and abilities listed in the *Personal Specification in Appendix 1*.
- Please be aware that Salix will only accept applications which contain all the requested supporting documentation detailed above, and candidates that do not submit all requested documentation will not be contacted to submit a full application
- All applicants must have the right to work in the UK and documentation is required to support this.

## Appendix 1: Person Specification

<b>CRITERIA</b>	<b>DESCRIPTION</b>	<b>ESSENTIAL CRITERIA</b>
<b>QUALIFICATIONS</b>	Degree or equivalent professionally relevant qualification	CV
	Evidence of further professional development	CV
<b>EXPERIENCE</b>	Relevant work experience in a building or energy services capacity	CV/I
	Experience in providing advice and support	CV/I
	Project management skills	CV/I
	Strong data analysis skills	✓ CV/PS/I
	Presentation experience	CV/I/P
	Customer service or public engagement experience	CV/I
	Strong IT skills, including all Microsoft Office Programmes with a focus on Microsoft Excel	CV
<b>SKILLS AND ABILITIES</b>	Ability to work constructively within a small team	✓ CV/PS/I
	Ability to manage, prioritise and deliver a number of projects and work programmes within timescale	✓ CV/PS/I
	Communicates effectively and confidently	CV/I/P
	Knowledge of energy efficiency and low carbon technologies and their application in the built environment	✓ CV/PS/I
	Fosters collaborative and coordinated working across teams and in partnership with other organisations	CV/I
	Ability to positively represent Salix and good customer service skills	CV/I/P
	Strong numeracy skills	✓ CV/PS/I
	Pays close attention to detail, ensuring work is delivered to a high standard	✓ CV/PS/I/P
	Effective time management and ability to set realistic timescales for work delivery	✓ CV/PS/I
	Self-motivated and good organisational skills	✓ CV/PS/I/P
	Strong interpersonal skills	CV/I
	Ability to effectively contribute at meetings and events participation	CV/I
	Willingness to travel across the UK	CV/I

	Ability to make decisions that demonstrate commitment to Salix's corporate strategy	CV/I
<b>OTHER</b>	Ability to demonstrate and understand equal opportunities	✓ CV/PS/I
	Willingness to learn and commitment to personal development and training	✓ CV/PS/I/P

**Key:**

✓ = key criteria

CV= Curriculum Vitae, PS = Personal Statement, P = Presentation, I = Interview