



Job Description

Job Title:	Energy Projects Support Officer (Net Zero Homes and Communities)
Directorate/Team:	Strategy, Economy and Net Zero
Location:	16 Summer Lane or other site/location
Responsible to:	Net Zero Neighbourhoods Project Manager
Responsible for:	NA
Key working relationships: (internal)	Programme team, workstream leads, and wider WMCA colleagues
Key working relationships: (external)	Government funders, delivery partners, and programme stakeholders (Boards, Forums, partner organisations)

Purpose of the Post

The purpose of the role is to provide comprehensive project and programme support to the Net Zero Homes and Communities programme, ensuring that projects are effectively coordinated, monitored, and delivered to agreed time, budget, and governance standards, by using programme management tools, processes, and stakeholder engagement to support the Programme Manager and workstream leads

Accountabilities

The role is responsible for providing comprehensive programme support to ensure the effective and timely delivery of Net Zero Homes and Communities projects. This includes maintaining accurate programme documentation, coordinating reporting and governance processes, and supporting meetings and decision-making activities. The postholder will gather and present information to monitor progress, risks, and performance, while also supporting stakeholder engagement by liaising with internal teams, funders, and delivery partners. In addition, the role contributes to improving programme management processes, supports communications activity, and assists with financial reporting and monitoring to ensure strong governance, audit, and resource control across the programme.

Responsibilities

Strategic

- Contribute to the development, maintenance and review of risk and issue management processes and documentation
- Contribute to continuous improvement of project/programme management processes

People

- Liaise with project stakeholders to gather and disseminate information and support programme management and monitoring, respond to communications from stakeholders in a timely manner, that builds confidence in and the reputation of Energy Capital and WMCA
- Contribute to the development and execution of communications plans and materials to support programme activities

Operational
<ul style="list-style-type: none"> • Ensure key programme documentation is kept up to date, including programme plan, RAID log (Risks, Actions, Issues, Decisions), lessons learned log and workstream budgets • Prepare programme/project reports in accordance with a schedule • Prepare programme/project change requests as and when needed • Collate, organise and present information from programme activities to support accurate reporting and monitoring, decision making, dissemination of learning and end of programme evaluation • Provide full meeting support to Boards/Groups/Forums that have been established to support project development/implementation, including co-ordination and circulation of agenda and papers, recording, monitoring, and progressing actions
Financial
<ul style="list-style-type: none"> • Support the development of effective financial reporting processes to ensure robust management audit and risk controls are secured enabling the effective management of programme resources
Other

Person Specification					
Candidates/post holders will be expected to demonstrate the following:	Essential / Desirable		How Evidenced?		
Experience	E	D	A*	I*	T*
Experience of administering programme management and reporting processes	X		X	X	
Experience of leading on the development of project application processes and documentation		X	X	X	
Experience of monitoring dashboards, reports and tools to report progress to Boards and Committees	X		X	X	
Experience of working alongside finance professionals to administer clear financial reporting processes for business programmes		X	X	X	
Experience implementing risk, issue and change control processes and templates		X	X	X	
Experience working on projects relating to energy, environment or innovation		X	X	X	
Skills / Knowledge	E	D	A*	I*	T*
An understanding of programme/project management and reporting processes including stakeholder management, information management, risk and issues management, monitoring and control, change management, financial monitoring	X		X	X	
Strong analytical skills with a high attention to detail.		X	X	X	
Strong communication skills, able to use written and verbal briefings to convey complex information succinctly	X		X	X	
Intermediate/Advanced skills in using Microsoft Office products (Word, Excel, PowerPoint, Outlook) and virtual meeting software (Zoom/MST)	X		X	X	
Ability to work in an environment where programme/project deliverables and processes may be uncertain or change over time, and support development of new approaches and change management	X		X	X	
Qualification / Education / Training	E	D	A*	I*	T*

Degree in a relevant subject or equivalent professional experience.		X	X	X	

*Key: **A** = Application, **I** = Interview, **T** = Testing/Assessment

Core Expectations

Health, Safety & Wellbeing	All employees have a duty to take reasonable care for the health, safety, and wellbeing of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health, safety, and wellbeing.
Equality & Diversity	Promote and champion equality and diversity in all aspects of the role.
Learning & Development	Participate in and take responsibility of any learning and development required to carry out this role effectively.
Performance Management	Actively engage in the performance management process and take responsibility for managing performance outcomes.
GDPR	Ensure the reasonable and proportionate protection, processing, sharing, and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.
Adherence to Policies	Be aware of and comply with all organisation policies.
Other	There may be a requirement to work outside normal office hours on occasion, including a requirement to work within stakeholder and partner offices within the WMCA constituent area on a regular basis.

Values

Our culture is underpinned by what we do and how we do it. Our behaviours outline the ways we need to work to deliver success, become truly inclusive, and make the organisation somewhere where everyone can give their best contribution.

Value	Competency	Behaviour
Collaborative	Team Focussed	Works as part of team, managing and leading.
	Service Driven	Customer, resident, and partner focussed.
Driven	Empowered & Accountable	Takes ownership and leads when needed.
	Performance Focused	Ambitious and going the extra mile.
Inclusive	'One Organisation' Mindset	Believe in each other's expertise.
	Open & Honest	We do what we say we are going to do.
Innovative	Forward Thinking	Embrace change and open to new possibilities.
	Problem Solving	Go for clear and simple whenever possible.

Additional Post Requirements

Essential Car User		Politically Restricted Post		Disclosure and Barring Service (DBS)				Vetting	
Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Basic <input type="checkbox"/>	Standard <input type="checkbox"/>	Enhanced <input type="checkbox"/>	None <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Job Evaluation Details			
Date Evaluation Agreed	JEP Reference	Grade	Job Family