Job Description

Post title	Electric Vehicle Technical Support Officer
Job Evaluation	N11421
Grade	6
Service	Neighbourhoods & Climate Change
Service area	Environment – Net Zero
Reporting to	Electric Vehicle Project Officer
Location	Your normal place of work will be Green Lane Offices, Spennymoor, but you may be required to work at any Council workplace within County Durham
Disclosure and Barring Service (DBS)	This post **is not** subject to a disclosure.
Flexitime	This post **is** eligible for flexitime
Politically restricted	This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State

Description of role

To work as part of the Low Carbon Economy Team with responsibility for the development of Electric Vehicle charge point infrastructure and maintenance across County Durham.

The role will assist the EV Project Officer with the delivery of new charging points, working with contractors, both internal and external and with communications and engagement, whilst also maintaining and monitoring the current EV charge point infrastructure.

The key objective for this role is to assist DCC's EV Project Officer in identifying and developing new charging point locations in county Durham within 5mins walk from homes without off street parking. You will provide a people centred approach to develop a successful project working alongside technical specialists from partner organisations.

Duties and Responsibilities

- To assist with communications, publicity and monitoring of sites including the electricity grid mapping the process for potential sites, linked to the Energy Management team.
- To assist the EV Project Officer in the identification and establishment of new charge point locations.
- To help prepare alongside the EV Monitoring Officer appropriate publicity and engagement materials, including case studies that encourage local community groups across county Durham to install EV charging posts.

- To help, alongside the EV Monitoring Officer to update and monitor the project's social media channels, the project's website and associated digital resources, and draft media releases

- Using back office data and software monitoring the use of the current network to produce graphs of current EV charge point data for reporting.

- To collate meeting notes and actions as and when required in support of the EV monitoring officer and EV Project officer.

- To support the provision of high quality, accessible advice on EV Charging and other specialist low carbon initiatives to a range of different audiences via websites, publications, campaigns, social media and other publicity materials

- Through continuous professional development, keep up to date with relevant developments in EV charging, energy generation, management, energy policy and legislation

Organisational Responsibilities

Values and behaviours

To demonstrate and be a role model for the council's values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

Smarter working, transformation, and design principles

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

Communication

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

Health, Safety and Wellbeing

To take responsibility for health, safety, and wellbeing in accordance with the council's Health and Safety policy and procedures.

Equality and diversity

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

Confidentiality

To work in a way that does not divulge personal and/or confidential information and follow the council's policies and procedures in relation to data protection and security of information.

Climate Change

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

Performance management

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council's Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

Quality assurance (for applicable posts)

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

Management and leadership (for applicable posts)

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council's values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

Financial management (for applicable posts)

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.

Person Specification

Attributes	Essential	Desirable
Qualifications	• NVQ level 3 or equivalent OR substantial relevant experience	• Degree and/or Post-graduate qualification in a related discipline • Membership of a relevant professional body
Experience	• Experience working in a business to customer needs providing a people centred approach to problem solving • Experience interviewing customer groups • Experience developing and completing customer surveys • Experience of project development and implementation • Supporting the successful delivery of projects with engagement and communication • Providing outstanding customer service to Community Groups, SMEs and partners • Data collection, collation and interrogation and managing databases	• Experience of collating, analysing and reporting complex customer information • Experience of producing reports and guidance documents • Technical experience in Energy Reduction and Low Carbon technologies • Experience Writing business cases using energy data • Experience working with grant funding • Working in a SME or local authority or similar professional environment
Skills and Knowledge	• Excellent IT skills, especially database management • Extremely good customer relations skills and ability to handle difficult situations Ability to organise, manage and prioritise full and varied workloads to meet deadlines as necessary. • Excellent written and verbal communication skills • Understanding of EVs and EV infrastructure • Knowledge of low carbon technologies • Understanding a range of IT packages, especially MS Office, and social media, especially LinkedIn and Twitter	• Good IT skills, especially spreadsheet management • Knowledge of energy and climate change issues • Good customer relations skills across all sectors • Event organising • Development of publicity and marketing information
Personal Qualities	• Ability to work using own initiative and as part of a team with a commitment to partnership working • Excellent communicator • An ability to work under time pressure. • Attention to detail, accuracy. • Available to work outside normal office hours • Travel is an essential requirement of the role	• Enthusiasm for energy reduction and tackling climate change