

ENERGY INSTITUTE JOB DESCRIPTION

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| JOB TITLE: | Technical Officer – Human performance |
| DEPARTMENT: | Good Practice Department |
| REPORTS TO: | Good Practice Manager – Human Performance and Power Systems |
| TERM: | Two-year fixed-term contract |
| SALARY: | £24,000-£26,000 PA depending on experience |

1. **JOB PURPOSE:**

To support the Good Practice Manager – Human Performance and Power Systems in fulfilment of the team's business objectives and to support the wider activities, aims and objectives of the EI Good Practice (formerly Technical) Directorate. This will primarily include providing support on the delivery of the Human Performance Pathway qualification and supporting the EI's Human and Organisational Factors Committee, as well as other aspects of the technical work programme as capacity allows.

Nature and Scope of role

As EI Technical Officer you will support the Good Practice Manager – Human Performance and Power Systems to manage primarily the Human Performance Pathway qualification ('Pathway'). You will work alongside colleagues in the Training Team to advertise the Pathway, secure customers, and support students as they undertake the Pathway. You will be responsible for:

- Maintaining the quality of the Pathway content, including working with colleagues in the Training Team to enact any changes required to content and to carry out course maintenance.
- Promotional activities for the pathway, including creating copy for social media and advertisements, organising webinars, etc., and working with relevant colleagues in the Communications Team.
- Discussing and/or presenting the Pathway with/to clients, and identifying speaking opportunities to present the Pathway externally (events etc.).
- Grading level 1 course work carried out by students and tracking their progress.
- Sourcing and liaising with external trainers to carry out level 2 and level 3 grading and mentoring activities, and overseeing the quality of their service.
- Liaising with the Chartered Institute of Ergonomics and Human Factors and securing their continued support for the Pathway, including identifying mentors and trainers.
- Carrying out other activities as may be required to support the delivery of the Pathway and to support customers.

You will also support the Good Practice Manager – Human Performance and Power Systems to manage the work of the EI Human and Organisational Factors Committee, where you will be responsible for:

- Providing secretariat support to the committee, including preparing agendas, booking meeting rooms, and writing minutes.
- Supporting the delivery of Technical Projects, including scoping projects, creating contracts, liaising with Technical Authors, organising stakeholder reviews of documents, and editing documents.

You will ensure customers of the Pathway have a good experience, through timely responding to enquiries from customers and students, and timely grading of their course work.

Working closely with the Training Team, Publishing Team and the Good Practice Manager – Human Performance and Power Systems, you will ensure that all relevant activities are produced efficiently and to a high standard, ensuring that deadlines are met and effective services are delivered.

You will be expected to meet your individual key performance indicators and maintain standards and objectives for the team in line with organisational values. You will utilise your expertise to effectively support and contribute to the implementation and development of the EI technical publishing and work programme.

You will maintain a close working relationship with colleagues, within the Good Practice department, Training Team and throughout the Energy Institute.

You will actively participate in appraisals, Energy Institute team meetings, Good Practice meetings and meeting your self-development needs.

You will work in accordance with Energy Institute agreed policies, procedures and practice, including revenue practice, health & safety at work requirements and equal opportunities.

PRIMARY TASKS:

1. Working with the EI Good Practice Manager – Human Performance and Power Systems, and the Training Team, to promote the Pathway, secure customers, and provide support to students.
2. Grade coursework for students going through level 1 of the Pathway.
3. Source and oversee the quality of work from external trainers for level 2 and 3 of the Pathway.
4. Working with the EI Good Practice Manager – Human Performance and Power Systems, to provide secretariate support to the EI Human and Organisational Factors Committee.
5. Assist the EI Good Practice Managers with the delivery of Technical projects.
6. Provide support to the EI Teams on other technical activities as capacity allows.

Necessary attributes

Candidates must have:

- A degree in a relevant subject, such as:
 - Human factors or Ergonomics
 - Psychology
- Proficient IT skills, including MS Excel and MS Word
- An ability to learn new software, primarily Moodle
- A desire to learn the subject matter of Human factors
- Clear and confident communicator
- Excellent standard of written English, including ability to write text and emails to a good standard
- Keen attention to detail
- Able to multi-task and organise workload and priorities on several competing projects
- A professional attitude

Desirable attributes

The following attributes would be advantageous:

- An interest or desire to work in the energy sector
- Customer service experience
- Office administration experience
- Experience with (either working with, volunteering or being part of) a committee