

JOB TITLE: Technical Officer

DEPARTMENT: Technical Department

REPORTS TO: Technical Manager - Human factors and Power Utilities

TERM: Two-year fixed-term contract

SALARY: £24,000-£25,000 p.a. depending on experience

TO APPLY: Please send a CV and covering letter explaining how you meet the requirements of the post to Helen Sullivan, Energy Institute, 61 New Cavendish Street, London W1G 7AR, or e: hr@energyinst.org **by 2 January 2018.**

This is a two-year fixed-term contract, suitable for a recent graduate or someone with an interest in the energy sector who would like to gain broad experience and exposure in the industry, gain a broad perspective on safety and environmental issues, or gain a foothold in project management.

The role will be to support the development of the EI's Technical research work programme, in particular related to human factors, power utilities and environment, as well as assist in its delivery to customers. This is a very varied role, so you will need to be able to adapt to new tasks quickly.

You will work with senior people in the energy sector through committee meetings and industry events, and gain a broad understanding of a number of safety and environmental issues the industry faces.

As part of the role, you will be provided with relevant training, including human factors, environment, Hearts and Minds and Tripod Beta. Furthermore you will be given the opportunity to identify and attend other EI training courses depending on your interest, including safety, energy management, or oil and gas business management in order to build a strong skill-set for your future career.

1. **JOB PURPOSE:**

To support the Technical Manager – Human factors and Power Utilities in fulfilment of the team's business objectives and to support the wider activities, aims and objectives of the EI Technical Directorate. The focus will be on assisting on the delivering of mixture of human factors, power utilities, and environment activities, including the EI's Hearts and Minds and Tripod activities. The role will involve a mixture of administrative, customer facing and project delivery tasks, including:

- To support the Technical Manager and Publishing Team in sales and customer service activities related to Hearts and Minds and Tripod activities and services.
- To support the Technical Manager in the delivery of Technical, Hearts and Minds and Tripod activities, including writing minutes of meetings, reviewing proposals, producing content for new resources and marketing, light formatting of publications, administering the Tripod accreditation process, and other duties as required (e.g. assisting in events and workshops).
- To support the Technical Managers and Technical Director in fulfilment of the wider Technical Team's business objectives.

Nature and Scope of role

As EI Technical Officer you will support the Technical Manager - Human Factors and Power Utilities, to manage the human factors, power utilities and environmental aspects of the scientific and technical programme.

This will involve the following:

Customer service:

- You will be the primary point of contact for technical enquiries into the Hearts and Minds and Tripod products and services, and will assist the publishing team in publishing, sales and customer activities relating to these products. You will handle all enquiries and support potential and existing clients for these products, provide clients with advice on how the various tools and schemes work. This includes providing guidance on:
 - suitable tools for H&M clients
 - user support for SAFE (H&M)
 - licence costs and specifications for H&M and Tripod tools
 - accreditation processes (Tripod users and trainers)

Committee meetings and workshops:

- You will assist in the running of committee meetings (e.g. preparing agendas and writing of minutes).
- You will assist in running technical workshops and events several times per year.

Project development

- You will assist on the development and delivery of Technical (human factors, Power utilities, and environment), Hearts and Minds and Tripod projects, including identifying contractors, writing project scopes, reviewing tenders, creating new content, editing content and some light formatting duties, as well as assisting in the creation of marketing materials.
- You will be expected to administrate a number of Human Factors, Hearts and Minds and Tripod products and services, including the Hearts and Minds SAFE system, Understanding your culture online, and Tripod accreditation.

Sales and marketing

- You will monitor sales trends of Hearts and Minds and Tripod products and stock levels and assist in reprinting titles.

Online resources

- You will take responsibility for ensuring that the relevant online resources are kept up to date. This includes the H&M microsite, www.energyinst.org/heartsandminds, the SAFE appraisal system (www.safeappraisal.org), the Tripod website www.tripodfoundation.com and any relevant pages on the main EI website, www.energyinst.org and the EI publishing platform, www.energypublishing.org. You will lead and manage the development of new and appropriate online or mobile resources as they are required.

Working closely with the Publishing Team and the Technical Manager – Human Factors and Power Utilities, 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, both within the Technical department and throughout the Energy Institute.

You will actively participate in appraisals, Energy Institute team meetings, Technical Team 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.

Human factors

The EI has a world-renowned human factors work programme. Most of the titles it produces are freely available and aimed at addressing the human contribution to major incidents.

Power Utilities

The EI has a growing power utilities work programme, which develops guidance to address safety and other issues within the power sector, with an increasing focus on renewables.

Environment

The EI's environment work programme aims to address the environmental impacts of the energy industry, including spills, emissions and microbiology.

Hearts and Minds toolkit

The EI works in partnership with Shell to distribute and assist in the development of the Hearts and Minds (H&M) toolkit. H&M is an award winning Shell initiative to improve HSE cultures, by encouraging the workforce, from the bottom to the top of the management structure, to self-assess their own safety culture and construct an improvement programme based upon this assessment.

Tripod Foundation

Through a partnership agreement, the EI provides secretariat, accreditation and commercial support to the Tripod Foundation. Borne out of research commissioned by Shell International and carried out at the Universiteit Leiden and the University of Manchester during the 1980s and 1990s, Tripod is a theory for understanding incidents and accidents. It was developed to explain how and why incidents happen, and allow the root organisational causes and deficiencies to be uncovered and addressed. There are two main Tripod tools: Tripod Beta – an accident/incident investigation methodology and Tripod Delta – a proactive analysis tool to help prevent future incidents.

PRIMARY TASKS:

1. Working with the EI Technical Manager – Human factors and Power Utilities, to provide support on the management of committee activities related to human factors, power utilities, Hearts and Minds and Tripod, and assisting the Technical Manager - Environment and Health on the management of environmental activities.
2. Assist the EI Technical Managers with the delivery of Technical projects.
3. Administrate a number of existing activities, including Tripod accreditation and Hearts and Minds sales activities.
4. Provide customer support to users of Tripod, H&M, and the H&M SAFE safety appraisal system.
5. Maintain and develop online resources, including EI microsites, websites, and social network groups (e.g. LinkedIn)
6. Monitor sales progress and trends for individual and product ranges, and help manage stock levels and reprinting.
7. Provide support to the EI Teams on other Technical activities.

Necessary attributes

Candidates must have:

- A degree in a relevant scientific subject, such as:

- Psychology or another social science
- Engineering
- Environmental studies
- A physical science
- Proficient IT skills, including MS Excel and MS Word
- An ability to learn new software
- An aptitude for learning new tasks quickly, being able to adapt to a varied role
- Excellent standard of written English, including ability to write text and emails to a good standard
- Keen attention to detail
- Good numerical skills, i.e. ability to analyse data.
- 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 Adobe InDesign or similar formatting software
- Basic knowledge of HTML
- Experience with (either working with, volunteering or being part of) a committee