

# Job Description

<b>Job Title</b>	Project Support Coordinator (Compliance)
<b>Department</b>	Claims
<b>Location</b>	Bathgate, travel as business needs require
<b>Reporting to</b>	Compliance Manager/Operations Director
<b>Line Manager to</b>	N/A
<b>Key Relationships</b>	Operations Director, Compliance Manager, Claims Department, Finance Department, Customers, Clients, Site team, HR, and H&S.

*The information given below is intended to provide an understanding and appreciation of the workload of the job and its role within Everwarm. The job description outlines the main purposes in general terms only and is not intended to be prescriptive.*

*You may be required to carry out other duties in order to commensurate with the post. This will not change the character or purpose of the post but will be necessary to maintain high standards of business practice.*

*This job description, through Business reasons, may be altered from time to time to meet the changing needs of the Company.*

## **Role Overview:**

To support the successful delivery of the ECO project. Providing project and administrative support within the ECO Project and ensuring all documents are submitted accurately and funding claims are submitted in a timely manner.

## **General Duties/Key Responsibilities:**

- Have a clear understanding of a day-to-day basis of the ECO Project as well as tasks assigned to the project to ensure the smooth running of the project from an administration perspective.
- Undertake delegated work as directed by the Operations Director and Compliance Manager i.e. one-off projects/reporting.
- Supporting the 360-scheme process, including aiding the project to be in line with legislative and key process changes.
- Support planning and processes to ensure project KPI's are met.
- Gathering documents and files together in preparation for submission.
- Methodically check each section of the document to ensure all details are accurate. This will vary depending on the job but as an example - customer/clients details are correct, measures selected are correct and installed, tenure matches tenure document, pictures are included if requested by the client, serial numbers are correct, proof of earnings/ID has been provided. (A full breakdown of all steps required for each job can be provided to the successful applicant).
- Update spreadsheets to track invoices/claims.
- Input into company database.
- Audit spreadsheets, database and documents to ensure accuracy.
- Liaise with internal departments and external companies to ensure accuracy of documents submitted, resolve queries.
- Ensure the delivery of the Service Level Agreements/client specifications to ensure business is credited for works completed.

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- Dealing with correspondence, complaints, and queries
- Providing data to aid the preparation of weekly/monthly reports.
- Liaising with staff, suppliers, and clients
- Adhering to procedures/office administrative systems
- Ordering ad hoc materials as project needs

## PERSON SPECIFICATION

### Skills and Abilities

- You will have excellent administrative skills and data entry experience.
- Ability to work as part of a team as well as autonomously.
- Excellent attention to detail.
- High numerical efficiency.
- Excellent communication and interpersonal skills
- Ability to meet and exceed customer expectations.
- Experience of Outlook packages (Excel, Word, Outlook)

### Qualifications

No formal qualifications are required for this role.

### Additional Requirements:

- Flexible approach to work.
- Disclosure Check

### What We Offer

- Competitive salary
- Employer contributed pension scheme
- Employee Assistance Programme with 24 hours telephone and online access
- Generous sick pay
- 32 days annual leave (Inc. statutory bank holidays and Christmas and New Year Closure!)
- Sureserve Group Academy programme that acknowledges the success of our trainees and apprentices
- Sureserve Group Legends scheme, with a reward for the ultimate legend!
- Employee engagement events to bring together colleagues and families e.g. Everwarm Family Fun Day, Summer BBQ, Christmas Night out!
- Access to Flexible Benefits Scheme (including buy holidays, discount to retailers, bike to work scheme, Healthshield care plan, and many more).
- Work for PLC Company with option to join share save scheme.