

Job description

Grant Administrator (Household Energy Services)

Main purpose

The Grant Administrator will provide financial support in the form of vouchers for eligible households via telephone and email, using their administrative skills to enter customer details onto databases and process applications. A willingness to undertake routine administrative tasks with accuracy and reliability is essential.

Specific responsibilities

- You will be required enter text based and numerical information into excel sheets and Centre for Sustainable Energy's (CSE) customer database.
- You will communicate with people, some of whom may be vulnerable, verbally and in writing.
- You will be responsible for the day to day updating of our systems such as your CSE timesheets and our client database.
- To listen attentively to callers (some of whom may be in distress) and respond to their needs in an empathetic way.
- Review eligibility documents submitted by householders to determine their eligibility for funding.
- To be familiar with and adhere to CSE's protocol, processes, and procedures.
- Any other tasks related to this role as agreed.

Working relationships and contacts

- The postholder will be managed by a Household Energy Services (HES) line manager.
- The postholder will work closely with immediate colleagues in the HES team and will develop and maintain effective communication and working relationships.

Place of work and other requirements

The place of work will be the CSE office in Bristol, with opportunities to work from home after successfully passing probation.

CSE operates a flexible work pattern outside of our core hours and a time off in lieu timesheet system.

Person specification

Requirement	Essential	Desirable
Educational or professional qualifications	Minimum Maths/English GCSE or equivalent.	
Experience	<p>Competent using Microsoft Office - Word, Excel, Outlook.</p> <p>Experience of entering data onto spreadsheets and databases.</p>	<p>Experience of giving advice over the telephone.</p> <p>Experience of working with vulnerable people and people in financial hardship.</p> <p>Knowledge and experience of using databases.</p> <p>Knowledge of using MS Teams.</p> <p>Familiarity with the MS 365 environment (e.g., OneDrive and SharePoint).</p>
Skills and abilities	<p>Strong administrative skills and a willingness to undertake routine administrative tasks with accuracy and reliability.</p> <p>Ability to communicate effectively with people verbally and in writing.</p> <p>Ability to work in a team.</p> <p>Ability to maintain admin systems independently and accurately.</p> <p>Able to take responsibility for your own work and seek support where necessary.</p> <p>Highly organised managing time and workload</p>	
Other	<p>Ability to respond to clients in a respectful, empathetic and engaging manner.</p> <p>An awareness of the need to self-care at work and an ability to maintain own wellbeing.</p>	

	Ability to demonstrate the core values of commitment to CSE, collaboration, conscientiousness and initiative.	
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