

Job description

Project Administrator

Main purpose

To assist in the smooth running of the Household Energy Services (HES) team by providing team-wide administrative support and taking responsibility for cohesive coordination of daily and weekly tasks. To provide administrative support to project teams and project managers in the day-to-day delivery of HES advice and retrofit projects.

To work with other members of the HES administrative team on shared responsibilities to maintain accurate and detailed records.

Specific responsibilities

Specific responsibilities will vary depending on current HES projects, but may include:

- To sort HES inbound post, ensuring items are passed to the correct team or staff member.
- To coordinate HES outbound post requests, collating and printing information to send to households.
- To speak to households by telephone and triage households to appropriate HES projects.
- To book home visits for advisors and retrofit assessors, keeping calendars up to date with appointments, cancellations and amendments. Accurately completing the home visits risk assessment when required.
- To provide administration support on several of our retrofit projects to ensure work is achieved in an efficient and timely manner.
- To assist with householder applications for grants and other funding schemes. Contacting clients to complete forms or collate paperwork or electronic evidence.
- To record client details and follow HES team guidance documents to assess the help and support needed.
- To update our client databases and other contact management systems accurately.
- Support the internal and external training programmes, such as booking inductions for new starters, distributing training materials after training sessions and making sure evaluations are completed.
- Help provide HR support for HES staff, through processing annual leave requests or sending appraisal reminders.

- Oversee the smooth running of HES processes, such as the complaints procedure or keep track of subscription packages.
- Maintain stocks of leaflets, factsheets, freepost envelopes and similar items, including organising printing where needed.
- Take minutes during team meetings and share any actions.

Discretionary responsibilities

- General admin support across CSE when required.
- Franking CSE post when required.
- Answering CSE's main office phone when required.
- Covering CSE reception when required.

Working relationships and contacts

The post holder will have responsibility for the delivery of day-to-day project administration and coordination tasks as part of the Household Energy Services (HES) advice and retrofit work.

The post holder will work with project managers to help shape and improve internal systems and processes.

The post holder will be required to follow CSE's administration and software systems to enable householders to access services and funding.

The post-holder will be managed by an appropriate member of the HES team.

The post-holder will share responsibilities with other project administrators, with guidance and support from a senior project administrator and other project staff.

The post-holder will work closely with immediate colleagues in the HES team and will develop and maintain effective communication and working relationships with colleagues across CSE.

The post-holder will have personal contact with households, and other third parties and will follow established procedures and processes for obtaining essential information to make referrals to appropriate services or support organisations in compliance with the General Data Protection Regulation.

General expectations of the post holder.

- To adhere to CSE's policies and procedures.
- If required, to provide support to the organisation of outreach events engaging people and other

organisations supporting households.

- To be familiar with CSE's mission and strategy and to help the organisation in delivering these.
- To communicate clearly, confidently and persuasively using appropriate language and style for target audience, listening carefully and checking for understanding and challenging misconceptions where appropriate.
- To represent self and CSE positively (including representing CSE to external clients, partners, funders and wider public), encouraging action by others in line with project and CSE goals.
- To be responsible for your own health and safety and that of your colleagues in accordance with Health and Safety legislation and CSE policies and procedures.
- Commitment to maintaining and updating own skills and knowledge to ensure effective performance in the role.
- To always maintain appropriate confidentiality in accordance with relevant policies and procedures.
- To demonstrate the core qualities of commitment to CSE, collaboration, conscientiousness and initiative through your own work and in your working relationships with others (both within CSE and externally).
- Any other duties as directed and agreed with line manager.

The responsibilities of this post and reporting structure will be periodically reviewed.

Place of work and other requirements

The job is based in the CSE office in Bristol. New members of HES staff are expected to work in the CSE office throughout the duration of their six-month probation period, after which some home working will be available depending on tasks undertaken.

This post is subject to a DBS check.

The post-holder will undertake City & Guilds Energy Awareness training as part of their induction.

Person specification

(See over)

Requirement	Essential	Desirable
Educational or professional qualifications	GCSE in Maths and English or equivalent.	Education to a higher level e.g. degree or equivalent.
Experience	Experience of providing administrative support to colleagues and external customers or partners. Experience of customer service.	Experience of working on the telephone.
Skills and abilities	Ability to respond to clients in a respectful and engaging manner. Ability to communicate effectively with people at all levels verbally and in writing. Ability to work in a team and able to identify areas where their skills complement others. Ability to maintain admin systems independently and accurately. Able to take responsibility for your own work and seeking support where necessary. Highly organized at managing time and a busy workload.	
Other	Skilled in use of MS office applications including Word, Excel and Outlook. Can easily adapt to new software solutions.	Knowledge and experience of using databases. Experience of using MS Teams. Experience of using Zoom.