

Job description

Community Engagement Administrator

Main purpose

To support the successful delivery of Centre for Sustainable Energy's (CSE) Local And Community Empowerment (LACE) projects.

Specific responsibilities

- To provide administrative support for the timely delivery of project activities, accurate record keeping and robust reporting across a range of CSE projects and initiatives.
- To provide support for the planning, promotion and delivery of training sessions, external workshops and events (both online and in person).
- To play a key role in co-ordinating our support (including grant giving) for community-based organisations, including acting as a key point of contact, recording support, tracking payments, monitoring delivery, and maintaining records.
- To liaise with a range of stakeholders, potentially including community groups, local authorities, town and parish councils, and partners in our youth work initiatives.
- To represent CSE on a range of projects, in external in-person and online meetings and events.
- To support promotion of CSE projects, activities, reports and publications to ensure effective engagement with the target audience.

General Responsibilities

- To take personal responsibility for decisions on your own work, seeking assistance and input from others as appropriate.
- To plan your workload to achieve high standards and meet agreed deadlines.
- To deliver your own work (and that of any staff or volunteers you supervise / your project teams and reports) to align with CSE's mission and strategy, balancing your own team needs with those of the wider organisation.
- To communicate clearly using appropriate language and style for target audience, listening carefully and checking for understanding.
- To represent yourself and CSE positively within and outside CSE (including representing CSE to external clients, partners, funders and wider public), encouraging action by others in line with

project and CSE goals.

- To understand how your work and that of your team contributes to CSE's wider organizational impact, aligns with CSE's mission and current strategy and reflects CSE's purpose, methods and values.
- To consider wider organisational impacts in carrying out your work.
- To ensure your work (and that of any staff or volunteers you may supervise) aligns with CSE's mission and strategy.
- To contribute to the development of funding bids including methods and budgets as requested.
- To contribute constructively to the development and delivery of CSE's strategy.
- To use resources (including your time) efficiently and effectively and maintains accurate records within CSE systems.
- To use CSE financial systems appropriately and on a timely basis.
- To comply with CSE's policies and procedures, as adopted and updated from time to time, including taking responsibility for your own health and safety and that of your colleagues in accordance with Health and Safety legislation.
- To ensure CSE's core qualities of commitment to CSE, collaboration, conscientiousness and initiative feature in your own work and in your working relationships with others (both within CSE and externally) and are reflected in projects and funding proposals and through line management.
- Any other duties as required by the line manager or Director of LACE.

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

Working relationships and contacts

The postholder will be managed by a CSE Project Manager.

The postholder will work with immediate colleagues in the LACE team to ensure effective workload planning, project development and delivery.

The postholder will develop and maintain effective communication and working relationships with colleagues across CSE.

The postholder will have personal contact with project funders and key project stakeholders.

Place of work and other requirements

This post is based at the CSE office in Bristol. Occasional travel will be required to other UK locations where on-site community support is required as part of project delivery.

This post is subject to a DBS check.

The postholder will undertake City & Guilds Energy Awareness training as part of their induction.

Person specification

Requirement	Essential	Desirable
Educational and professional qualifications	5 GCSEs (including English) at grade A-C (or 4 or above), or equivalent	A-level or degree qualification (any discipline)
Knowledge and understanding	Systems for filing, diary management, record-keeping An appetite to learn and improve your understanding	Understanding of broad themes driving sustainable energy, fuel poverty and climate change work of CSE Quality assurance, monitoring and evaluation
Experience	Use of MS office applications including Word, Excel and Outlook Experience with Teams and Zoom for online calls / meetings Providing administrative support in an organisation or for a specific activity Working on more than one project / set of tasks at once, and being accountable for your time Experience of liaising with colleagues and external customer/partners	Use of advanced functions within Teams, Zoom and other online meeting platforms (e.g. for when we are delivering online training) Engaging and supporting a range of stakeholders Planning and delivering effective in person and online events Involvement with community led, sustainability, or youth engagement initiatives Using social media Writing for external audiences Using and updating databases
Skills and abilities	Highly organised and able to manage time and a busy workload Excellent written communication skills (e.g. emails, newsletters, reports) Excellent verbal communication skills (e.g. online calls, telephone calls, speaking in meetings)	Organising, processing and analysing complex data and information Adapting administration systems and processes to meet specific needs Undertaking desk-based

	<p>Able to build strong working relationships with people (e.g. within the organisation, and in community organisations we support)</p> <p>Excellent attention to detail – even when you’re working on repetitive administrative tasks or working under pressure</p>	research
Personal attributes	<p>Quick learner, able to pick up new ideas and adapt approaches.</p> <p>Able to work with limited supervision, seeking guidance where appropriate</p> <p>Can evidence a positive ‘can do’ approach and flexible attitude to work and project delivery</p>	<p>An interest in CSE’s mission and values.</p> <p>Confident engaging with people from diverse backgrounds.</p> <p>Enthusiasm for working in the non-profit sector.</p>
Other	<p>Strong teamwork is essential for this role.</p> <p>Ability to collaborate with co-workers</p>	Experience of supervising co-workers or volunteers.