

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 support CSE's Office Administrator with a range of duties as required.
- To maintain accurate and detailed records.

DIMENSIONS

- 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.

SPECIFIC RESPONSIBILITIES

- 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 coordinate text messages to send to clients who would benefit from our advice services.
- To coordinate events data and bookings across the team and supporting energy advisors with event preparation.
- To speak to households by telephone and triage households to appropriate HES projects.
- To book home visits for advisors, keeping calendars up to date with appointments, cancellations and amendments. Accurately completing the home visits risk assessment when required.
- To coordinate retrofit activity with funders and report back on outcomes and queries.
- To use bespoke software booking systems to arrange on-site visits for the retrofit assessors and coordinators.
- To manage 8+ retrofit staff diaries and keep them up to date with appointments, cancellations, amendments.
- To make outbound appointment booking calls promptly to households, ensuring that reminders for retrofit appointments occur within 24 hours and on the day as well as cancellations or amendments within 48 hours.
- 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.
- To sort and collate funding eligibility paperwork in a timely manner and ensure each application is swiftly prioritised and actioned.

- Support the internal training programme, making sure evaluations are completed and booking inductions for new starters.
- Maintain stocks of leaflets, factsheets, freepost envelopes and similar items.
- Take minutes during monthly HES 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 be managed by an appropriate member of the HES team.
- The post-holder will work closely with immediate colleagues in the HES team, with guidance and support from a senior project administrator and other project staff 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 maintain appropriate confidentiality at all times 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

Requirements	Essential	Desirable
Educational and 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.	
Technical skills	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.