

JOB DESCRIPTION

POST TITLE: Office administrative Assistant

Part time - Monday – Wednesday 9:00am – 5:00pm - 21 hours per week

SALARY: Proposed Salary:- £16,938 pro rata

LOCATION: Pitchill, Salford Priors, Warwickshire

REPORTING TO: Operations & Project Manager/Office Co-ordinator

PRIMARY JOB FUNCTION

To provide administration support to the project team who deliver energy and fuel poverty related schemes and services. You will be an integral part of our team ensuring that our office operations run smoothly and are successful in supporting our daily charitable activities.

The role will involve carrying out a range of clerical support tasks to deliver a quality administration service for Act on Energy and to customers within our agreed service standards. You must be organised, competent and professional with excellent written and communication skills. You will be comfortable dealing with people over the telephone and able to carry out the relevant administrative duties with accuracy and speed. The goal is to ensure that office operations are efficiently dealt with and add maximum value to the charity.

DUTIES AND RESPONSIBILITIES

You will be responsible for the following duties:

- Dealing with customer enquiries by telephone, letter and email, taking messages and taking responsibility for undertaking actions and or passing on information as appropriate
- Word processing of letters, emails, preparing spreadsheets, using Microsoft Office
- Dealing with incoming and outgoing post, ensuring correspondence is forwarded to the correct work stream or member of staff
- Photocopying/scanning of documents
- Inputting information onto databases, maintaining these databases and producing reports as required
- Processing invoices
- Developing and maintaining effective filing systems, including electronic scanning
- Processing documentation specific to the particular team e.g. applications for energy efficiency schemes
- Attending meetings to take minutes, circulate agendas and book meeting rooms
- Providing support and cover for other team members as and when required
- Duties that may reasonably be required from time to time appropriate to the grade of the post

Training and Development

Act on Energy is committed to the personal and professional development of all its staff. You will be expected to take responsibility for your personal development and encouraged to identify your training and development needs through the annual appraisal process.

Health and Safety

You will be responsible for your own Health and Safety and that of colleagues and customers in accordance with Act on Energy's Health and Safety Policy.

Equal Opportunities

You will be expected to comply with Act on Energy's Equal Opportunities policy and to respect diversity and cultural difference

Data Protection

You will be expected to comply with the provisions of Data Protection and GDPR legislation and guidance and to maintain confidentiality about work matters at all times

Conduct

Act on Energy expects a high standard of commitment and professional integrity at all times.

Person Specification

The person specification is a picture of skills, knowledge and experience required to carry out the job. It will also be used in the short-listing and interview process for this post.

You should demonstrate in your CV and covering letter how you meet each of the following essential criteria.

Essential Requirements:

1. Ability to communicate verbally and in writing across a range of different audiences.
2. Ability to drive high standards in relation to administration
3. Experience in customer focused environment with excellent customer service skills
4. Educated to minimum GCSE level or equivalent with a good standard of written English
5. Demonstrate accurate numerical skills and have an eye for detail when processing information
6. Self-management skills, to enable workload organisation, prioritisation and implementation, with minimum supervision
7. Ability to process information during a meeting and create accurate minutes
8. Working within a team, preferably in an office environment
9. Flexible approach – demonstrating ability to respond positively to changes in allocation of work at short notice to set deadlines
10. Commitment to equal opportunities and anti-discriminatory practice and to work with a diverse customer base.
11. Excellent Computer skills including Microsoft 365 and its associated packages such as word and excel
12. Driving licence and own car to use

Desirable:

13. Ability to use financial management tools such as Microsoft excel and Sage
14. Knowledge of domestic sustainable energy and affordable warmth issues
15. Knowledge and experience of housing, health and social care services and practice
16. Good general knowledge of energy infrastructure in UK
17. Experience of working in, or in support of, local or other statutory authorities

Useful Characteristics:

18. Enthusiasm and commitment to environmental and social welfare objectives
19. A flexible, dynamic and creative approach
20. Other IT skills

Training

21. Additional training provided for the right candidate