



## Project Support Administrator

(24 months fixed term contract with scope for an increased term - subject to funding)

**Act on Energy** is a fast growing and dynamic regional energy advice charity, and we are currently looking for a project support administrator to support our busy team Warmer Homes West Midlands team.

We are on a mission to put customers at the heart of everything we do. So, if you feel you would like to be part of our journey then carry-on reading.

### **About the Warmer Homes West Midlands project**

Warmer Homes West Midlands is an ambitious partnership programme, which provides for the very first time, a universal, top-level energy advice service for low income and fuel poor households across the seven urban local authorities of the West Midlands; Birmingham, Coventry, Solihull, Sandwell, Dudley, Walsall and Wolverhampton.

We have been up and running for approaching two years now and the service is going from strength to strength. We have just secured more funding to deliver the second expansion phase of the service and our ambitions don't stop there.

Advice and support are delivered by a team of qualified energy advice specialists who run our freephone service. This work is complemented by our team of community development workers who work closely with local communities, driving awareness and interest in our service through the delivery of community events, drop-in sessions, roadshows, and training sessions for organisations we work with. Our person centre approach also extends to home visits for households who need more involved advice and support.

### ***Still interested? Here's a little bit more about what we are expecting from the Warmer Homes West Midlands Project Support Administrator***

### **ABOUT THE ROLE**

The role will provide administration support for work generated from our Warmer Homes west Midlands team project team.

You will be an integral part of our friendly and committed project team ensuring that our office functions run smoothly, and your work actively contributes towards the continued success of this flagship project.

The role will involve carrying out a range of clerical support tasks to deliver a quality service to the project, our external partners, and most importantly to our customers. You must be organised, competent and professional with great communication skills. Whilst much of the role is office

support related, you must 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 run smoothly and support our day-to-day service delivery for our customers.

## DUTIES AND RESPONSIBILITIES

- ▶ To provide administrative support to Project Team, including dealing with telephone messages, diary management, data inputting and other general administrative duties.
- ▶ To maintain and monitoring of office/staff health and safety.?
- ▶ To assist in keeping a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with Act on Energy's wider Health & Safety policy.
- ▶ To accurately input information and data into databases to ensure the organisation meets relevant performance Indicators.? This will involve working with the project team to identify correct data to support project reporting functions.
- ▶ To work in an environment where working with interruptions and conflicting demands can cause pressure.
- ▶ To produce documents to a high standard of accuracy and presentation using the software provided. This will include the production of letters and information advice and guidance.
- ▶ Maintain high standards when managing confidential information, complying with Act on Energy's General Data Protection Procedures GDPR and legal requirements ensuring the security, integrity and confidentiality of data.
- ▶ To assist when required to support various formal meetings, including organising venues, issuing invites and minute taking, the production of accurate records and the distribution of written reports within agreed time scales.
- ▶ To be committed to safeguarding and promoting the welfare of children and young people/vulnerable adults

### ***Additionally:***

- ▶ To achieve agreed outcomes and outputs, and personal appraisal targets, as agreed by line manager
- ▶ To be committed to the Act on Energy's core values of public service, quality, equality, empowerment and to demonstrate this commitment in the way duties are carried out.
- ▶ To ensure that all duties are undertaken with due regard and compliance with the General Data protection Act 2018 and other legislation
- ▶ To carry out duties and responsibilities in accordance with Act on Energy's Health and Safety Policy and relevant Health and Safety legislation
- ▶ Have ability to communicate effectively both orally and in writing
- ▶ To liaise with the Public, Local Authorities and other bodies as required

## PERSON SPECIFICATION

### ***It is essential that you have:***

- ▶ The ability to interpret and accurately input and retrieve data using the software provided
- ▶ The ability to communicate verbally and in writing across a range of different audiences.



- ▶ Skills in managing competing priorities over sustained periods of time, making judgements and adapting to changing circumstances and priorities.
- ▶ Ability to evidence excellent customer service skills and the achievement of high-quality services
- ▶ Ability to demonstrate accurate numerical skills and have an eye for detail when processing information
- ▶ Ability to process information during meetings and create accurate minutes
- ▶ Ability to work independently, with minimal supervision.
- ▶ Be able to work as part of a team.
- ▶ A flexible approach – demonstrating the ability to respond positively to changes in the allocation of work at short notice to set deadlines
- ▶ A commitment to equal opportunities and anti-discriminatory practice and to work with a diverse customer base.
- ▶ Excellent Computer skills including Microsoft word, excel. teams and experience in using customer relationship management systems.

***It is desirable that you have:***

- ▶ Knowledge of domestic sustainable energy and affordable warmth issues
- ▶ Knowledge and experience of housing, health and social care services and practice
- ▶ Experience of working in, or in support of, local or other statutory authorities

**Ok, so now we know you're really interested - what are the next steps?**

We'd naturally love to hear from you if you can show us why feel you're a great fit for this role. To do this, we'll need you to send us your CV outlining your work history and achievements date and covering letter stating clearly how you feel you meet the requirements of the role.

Please ensure that you evidence as many of the above criteria as possible as we will use this to assess if we can take you forward to interview stage.

**TERMS OF EMPLOYMENT**

<b>Position*</b>	Project Support Administrator – Warmer Homes West Midlands project
<b>Location</b>	Office based
<b>Salary</b>	£18,144 per annum pro rata (£10,886 based on 0.6 FTE hours)
<b>Hours</b>	22.5 hours per week fixed term until 31 October 2024 (may have the potential to extend)
<b>Reports to</b>	Warmer Homes West Midlands Project Manager
<b>Closing date</b>	13 November 2022

\*Subject to six-month probationary period

Act on Energy  
Unit 1.4 Lauriston Park  
Pitchill, Salford Priors  
Warwickshire  
WR11 8SN



## OTHER BENEFITS

Holiday: 25 days pro rata per annum plus bank holidays

Workplace Pension Scheme

Training provided

## HOW TO APPLY

Please send your CV and cover letter by email to [jobs@actonenergy.org.uk](mailto:jobs@actonenergy.org.uk) (please put job reference WHWM-PSA01 in the email's subject) or post your documents to:

*FAO Gareth Williams*

*Ref: WHWM-PSA01*

*Act on Energy*

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