

## Administrative Support Officer



|                        |                                                                                                                |
|------------------------|----------------------------------------------------------------------------------------------------------------|
| <b>Contract Terms:</b> | Part-time, one-year fixed term. Working hours can be flexible to fit around an existing role or circumstances. |
| <b>Hours:</b>          | 15 hours per week                                                                                              |
| <b>Location:</b>       | Remote with occasional in-person attendance                                                                    |
| <b>Salary:</b>         | £11,400 pa (£28,500 fte)                                                                                       |

### About MaidEnergy

---

MaidEnergy is a community-owned renewable energy co-operative working across Maidenhead, Windsor, Egham, Staines, and the surrounding area. Founded in 2010, our mission is to cut carbon emissions and enable community ownership of locally generated renewable energy.

Since our first solar installation in 2015, our 250+ members have invested over £900,000, funding seven solar PV installations and one ground source heat pump, saving 605 tonnes of CO<sub>2</sub>, and supplying 2,448 MWh of clean energy to local schools, leisure centres, and community hubs.

We are a Community Benefit Society, which means we are democratically run with an asset lock to preserve our energy infrastructure for the benefit of the community. Profits are reinvested into new projects and community action. We are part of a growing national movement putting energy in the hands of communities.

### About the Role

---

We are looking for a proactive and organised Administrative Support Officer to help keep MaidEnergy running smoothly. This is a varied, hands-on role covering day-to-day administration, communications, finance and governance support, and IT coordination. You will work closely with our Project Coordinators and Directors, and your contribution will be central to the organisation's effectiveness.

The role is largely self-directed. You will be trusted to manage your own time and priorities, with guidance from and coordination with the team as needed.

For the right candidate, there is scope to grow beyond the core admin function. We are open to someone who wants to get involved in project-specific and strategic work, or to serve as an extra pair of eyes on work produced by the project coordinators. This is not a requirement of the role, but an opportunity we would welcome.

### Key Responsibilities

---

#### Administration

- Manage the shared MaidEnergy inbox, responding to or triaging enquiries in a timely and professional manner (approx. 12 hrs/month)
- Log and maintain records of volunteer hours, as well as support other reporting, where needed, to directors or external funders
- Coordinate board meeting scheduling, including distributing agendas and papers
- Manage member administration, including maintaining up-to-date records
- Support events — including printing, equipment coordination, venue hire, and AGM administration
- Help maintain and improve communication across MaidEnergy's staff and volunteers, as well as with project sites, members, and other external partners

## Finance Support

- Process staff and volunteer expense claims
- Handle general invoice administration, liaising with the Project Coordinators and Directors as needed
- Support the external bookkeeper by ensuring financial records, receipts, and documentation are accurate and well-organised

## IT Coordination

- Act as first point of contact for internal access and account issues, liaising with external IT support where needed
- Provide light-touch support for technical website queries, escalating as appropriate

## Systems and Processes

- Help improve existing systems and support the development of new processes, including document management and information sharing. For example, refining how we use SharePoint to ensure information is easy to find and consistently maintained
- Support setting up the direct debit payment process with sites, helping establish a consistent, low-effort way to collect electricity payments
- Undertake any other reasonable tasks to support the smooth running of the organisation

## Person Specification

---

### Essential

- Strong organisational skills with excellent attention to detail
- Good written communication skills, with a professional and friendly manner
- Confident using standard office software (Microsoft 365) and shared email inboxes
- Ability to work independently, manage a varied workload, and prioritise effectively
- Comfortable working in a small, volunteer-led organisation
- A genuine interest in community energy, sustainability, or the energy transition

### Desirable

- Experience of membership administration, CRM systems, or document management platforms such as SharePoint
- Familiarity with invoice processing or supporting a finance function
- Experience of supporting board-level governance or meetings
- An appetite to get involved beyond the core admin function, whether in project or strategic work, as opportunities arise

## What We Offer

---

- Flexible, remote working
- A friendly, mission-driven team
- The chance to play a key role in a growing community energy organisation
- Opportunities to develop skills across administration, finance, IT, and project work

We actively encourage people of all backgrounds, ages, races, religions, belief systems, sexual orientations, and gender identities to apply. We particularly welcome applications from under-represented groups and are working towards being a Disability Confident employer.