Centre for Sustainable Energy

Job description

Grant Administrator

Main purpose

To provide accurate and efficient administrative support to the Household Energy Services team's grant and voucher projects, supporting householders with their applications, checking their eligibility for funding and keeping client records up to date.

Specific responsibilities

- Enter text-based and numerical information into Excel spreadsheets and CSE's client database.
- Communicate with people, some of whom may be vulnerable, verbally and in writing.
- Listen attentively to callers (some of whom may be angry or in distress) and respond to their needs in an empathetic way.
- Undertake scheduled telephone shifts, supporting clients with their applications and answering queries.
- Be responsible for the day-to-day updating of our systems, such as your CSE timesheets and our client database.
- Review eligibility documents submitted by householders to determine their eligibility for funding.
- Be familiar with and adhere to CSE's protocols, processes and procedures.
- Remain vigilant for any safeguarding concerns during interactions with clients, including signs of abuse, neglect or exploitation. Report all concerns promptly to the designated Safeguarding Officer in accordance with CSE's safeguarding policy and procedures. Ensure appropriate follow-up actions are taken and documented to maintain client safety and wellbeing.
- Undertake any other tasks related to this role as agreed.

Working relationships and contacts

- The post-holder will be managed by a Household Energy Services (HES) line manager and will also report to the voucher projects project manager(s).
- The post-holder will work closely with immediate colleagues in the HES team and will develop and maintain effective communication and working relationships.

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

Place of work and other requirements

Department: Household Energy Services

Salary banding: B

Hours: Up to full-time (37.5 hours per week). We will consider requests for a minimum 30h per week

This post is based at the CSE office, with some allowance for home working depending on circumstances

Right to work in the UK: Applicants must have the legal right to work in the UK. Please note that CSE is unable to provide visa sponsorship

Person specification

Requirement	Essential	Desirable
Qualifications	Minimum Maths and English GCSE or equivalent.	
Knowledge	Competent using Microsoft Office – Word, Excel, Outlook.	Knowledge and experience of using databases. Knowledge of using MS Teams. Familiarity with the MS 365 environment (e.g. OneDrive and SharePoint).

Requirement	Essential	Desirable
Skills	Strong administrative skills and a willingness to undertake routine administrative tasks with accuracy and reliability. Ability to communicate effectively with people verbally and in writing. Ability to work in a team. Ability to maintain admin systems independently and accurately. Able to take responsibility for your own work and seek support where necessary. Highly organised at managing time and workload. Ability to learn new information quickly and be adaptable to using different procedures.	
Experience	Experience of entering data onto spreadsheets and databases.	Experience of giving advice over the telephone. Experience of working with vulnerable people and people in financial hardship.
Personal qualities	Ability to respond to clients in a respectful, empathetic and engaging manner.	
Special aptitudes	An awareness of the need to self-care at work and an ability to maintain own wellbeing.	
Motivation	Ability to demonstrate the core values of commitment to CSE, collaboration, conscientiousness and initiative.	

Requirement	Essential	Desirable
Safeguarding and confidentiality	Understanding of safeguarding principles and the importance of protecting vulnerable individuals. Ability to identify potential safeguarding concerns during client interactions. Commitment to following organisational safeguarding policies and procedures, including reporting and escalation. Awareness of confidentiality requirements when handling sensitive information. Previous experience in recognising and reporting safeguarding concerns. Knowledge of local safeguarding frameworks and support.	