



## Centre for Sustainable Energy

Applicant information for the post of **Senior Project Administrator (Household Energy Services) (ref HES a47)**

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### About the Centre for Sustainable Energy (CSE)

CSE is one of the UK's leading energy charities. We have over 40 years' experience of helping people and organisations to tackle the climate emergency and end the suffering of cold homes. We strive to develop effective responses to the threat of climate change and the misery of cold homes, both at a national level and more locally around Somerset, Wiltshire and the West of England.

CSE has over 140 staff who combine home working with working from our central Bristol office. We work with a wide range of partners and funders including the Big Lottery Fund, the Department of Business, Energy and Industrial Strategy (BEIS), Ofgem, Citizens Advice, Esmee Fairbairn Foundation, Town and Country Planning Association (TCPA), National Grid, over 20 local authorities and housing associations and a range of different charitable trusts and foundations.

### About Household Energy Services (HES)

The Household Energy Services (HES) team at the Centre for Sustainable Energy gives fuel poverty advice and provides low carbon housing refurbishment (retrofit) services to householders, principally in the West of England, Somerset, Wiltshire and across the south of England.

Enabling local householders to understand their energy use, improve the thermal performance of their homes and develop more sustainable behaviours has been central to CSE's work since we were founded. However, our ongoing work to support low-income households in their access to grants for energy efficiency measures, supporting households in financial difficulty and an increasing interest in low carbon retrofit due to the climate emergency means we need to expand our capacity in this area.

You can find out more about our advice projects here [cse.org.uk/my-home/advice](https://cse.org.uk/my-home/advice)

### About the role

**The role of Senior Project Administrator is a permanent position. We will consider applications for the role on a full or part-time basis, with a minimum of 22.5 hours per week.**

The focus of this role is to provide senior administrative support to HES projects to ensure back-office functions are efficient and timely. You will work across our fuel poverty and retrofit projects supporting project managers and key staff to ensure administrative tasks are completed to a high standard. The role will be varied and some tasks will change over time as we secure further funded projects that require administrative support.

Some examples of the type of work include updating our client database (including correcting data entry errors), coordinating complaints handling, maintaining subscriptions to key services, ensuring mobile devices are kept up to date, supporting HES recruitment processes and the onboarding of new staff, tracking the probation review process, helping to ensure GDPR compliance across the

team, supervision and support of other staff to deliver admin tasks, You will also support the busy Retrofit Advice team with similar tasks.

We are looking for someone who can multitask, thrives in a busy work environment, is conscientious with excellent attention to detail, is a highly effective written and oral communicator, with an enthusiasm for supporting colleagues to achieve shared goals. You will have a proven track record for good record keeping, following administration systems and processes and be highly proficient with Microsoft Office software. The post-holder will be someone with the ability to cope with speaking to clients in crisis who can be vulnerable, distressed or challenging and who is keen to be part of a busy team at the forefront of CSE's work.

Training in energy efficiency will be provided on appointment.

## Pay and conditions

The annual salary starts at £29,864 full time (37.5 hours per week), rising to £32,816 upon successful completion of a six-month probationary period and review. Both figures pro rata for a part-time position.

Full-time employees are entitled to 25 days paid holiday (plus statutory holidays), pro rata for part-time per year. Your annual leave entitlement to the end of the calendar year will be calculated once a start date has been agreed.

We will pay fees and expenses for attendance on relevant training courses and any expenses incurred in the course of your work will be reimbursed in accordance with our expenses policy.

This post will be based at the CSE office in Bristol with the potential for some home working granted (depending on required tasks) after successfully passing probation. CSE operates a flexible work pattern outside of our core hours and a time off in lieu timesheet system.

## Application procedure

Please apply using the form at [cse.org.uk/jobs](https://cse.org.uk/jobs). Your application should demonstrate how your skills and experience relate to the person specification on the job description. CVs and supporting letters will not be considered. The front sheet of the form containing personal information will not be seen by the selection panel.

- The closing date for applications is **Tuesday 5 November 5pm**.
- If you have not heard from CSE by 5pm on Friday 8 November, please assume that your application has been unsuccessful.
- **Interviews** will take place on **Tuesday 12 and Thursday 14 November**. The interviews, which will include a task-based element will be conducted at our offices in Bristol.
- If shortlisted for interview, we will ask you to provide evidence demonstrating your eligibility for employment in the UK.

If you would like to discuss this role with us, please email [jamie.walters@cse.org.uk](mailto:jamie.walters@cse.org.uk) and they will be happy to answer your questions.

Applications should be sent by **email** to [jobs@cse.org.uk](mailto:jobs@cse.org.uk) or by **post** to Centre for Sustainable Energy, St James Court, St James Parade, Bristol BS1 3LH