

## Office Administrator – Job description

### Main purpose

- To provide effective and efficient administrative support to the project delivery staff of the Centre for Sustainable Energy.

### Specific responsibilities

- Answer the phone, take accurate messages and pass them on to relevant members of staff or team.
- Oversee the reception area greeting visitors and clients in a professional manner.
- Sort out incoming post every day, franking outgoing post.
- Maintain adequate stock levels of stationery, office equipment and refreshments – ordering or buying when necessary, keeping stores tidy and readily accessible, and liaising with equipment providers (e.g. photocopiers, franking machine etc.).
- Oversee the IT and telecoms workstation set up for staff, ensuring a full working set-up is available to suit their needs, liaising with our external IT support provider and Senior IT manager to secure prompt attention to any issues arising.
- Support staff with administrative tasks associated with delivering their work, including but not limited to organizing work travel and accommodation; event venue selection, booking, set up and participant registration; mailings (electronic and post); routine data entry, review and updates.
- Administer petty cash and banking as required.
- Maintain first aid and health and safety records, regularly checking first aid boxes (restocking when needed).
- Assist with the recruitment process from addressing candidate queries to arranging interview schedules.
- Liaise with the St James Court Building Supervisor and communicate any ongoing issues to CSE staff and attend tenant meetings when required.
- Support the HES project administrator with recording client data, updating databases, speaking with householders, and managing bookings for retrofit projects. You will also be expected to share post responsibilities with them.
- Undertake other administrative activities as required by the Director of Finance & Operations, the Chief Executive, and the Senior Office & Recruitment Administrator.

### **Working relationships and contacts**

- The post-holder will report to the Senior Office & Recruitment Administrator.
- The post-holder will work closely with all colleagues in the organisation and will develop and maintain effective communication and working relationships with colleagues and volunteers across CSE.
- The post-holder will work closely with other members of the administration team both within Finance & Operations and HES.
- The post-holder will have personal contact with key stakeholders, particularly service providers relevant to the role's responsibilities (including the Building Supervisor, IT support, stationery and office equipment suppliers and maintenance providers).

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

### **Place of work and other requirements**

This post is based at the CSE office in Bristol.

As we require all staff, the post-holder will undertake City & Guilds Energy Awareness training.

This role may require a standard DBS check.

## Person specification

Requirements	Essential	Desirable
<b>Educational and professional qualifications</b>		<ul style="list-style-type: none"> <li>• H&amp;S qualification.</li> <li>• First Aid qualification.</li> <li>• GCSE/O'level Maths and English.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working in, overseeing, and organising a busy office environment.</li> <li>• Working to tight deadlines and budgets.</li> <li>• Front-of-house experience.</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of working in the third sector.</li> <li>• Interest in Health &amp; Safety and willingness to take on tasks relating to H &amp; S in the office environment.</li> <li>• Practical approach to solving IT issues.</li> </ul>
<b>Skills and abilities</b>	<ul style="list-style-type: none"> <li>• Confident, flexible and open approach to work and a willingness to learn and take on a variety of tasks.</li> <li>• Ability to maintain and organise effective electronic and manual filing systems.</li> <li>• Ability to assimilate information quickly and communicate it to others.</li> <li>• Ability to develop fruitful relationships with colleagues and clients.</li> <li>• Ability to use initiative, juggle competing tasks and set own priorities.</li> <li>• Excellent written and verbal communication skills.</li> <li>• Excellent attention to detail.</li> <li>• Self-motivated with ability to work independently.</li> <li>• Good time management skills, including priority setting, multi-tasking and problem-solving.</li> <li>• Methodical and rigorous approach to work.</li> </ul>	
<b>Technical skills</b>	<ul style="list-style-type: none"> <li>• Skilled at using various Microsoft packages including SharePoint, Teams, Outlook and the Microsoft Office Suite.</li> </ul>	<ul style="list-style-type: none"> <li>• Familiarity with databases.</li> <li>• IT know-how for basic workstation and telecoms set up and simple problem-solving.</li> </ul>
<b>Personal attributes</b>	<ul style="list-style-type: none"> <li>• Commitment to providing a quality 'service' for CSE.</li> </ul>	