

Job Description

Senior Project Administrator

Main purpose

The main purpose of this role is to ensure the smooth running of the Household Energy Services (HES) team by providing team-wide administrative support and taking responsibility for coordination of daily and weekly tasks, maintaining accurate and detailed records, whilst overseeing processes and procedures that ensure HES is compliant with GDPR and Health and Safety requirements.

Specific responsibilities

- Importing batches of client information into our client management system and ensuring uploads are working correctly. Addressing errors on our client database: merging data where it is held across multiple client records, deleting incorrect enquires and deleting duplicate client records.
- Make outbound calls to clients when required, such as booking home visits, and keeping client records up to date.
- Support HES team annual leave process, checking managers have approved internal team requests and updating allocations against projects on the staff planner.
- Manage and keep track of HES subscriptions to services or packages and coordinate payments and purchase orders with project managers. Make sure any details and logins are GDPR compliant.
- Oversee PeopleSafe lone-working app: checking alerts work as intended, that people are using it correctly, and helping to address any issues staff have with their mobile devices.
- Responsibility for HES complaints handling procedure – providing guidance to managers handling complaints to ensure adherence to policy and tracking and recording responses.
- Support senior HES managers with recruitment work; liaising with appropriate teams within CSE in producing HES recruitment materials; onboarding new HES starters including providing thorough team specific information for line managers.
- Support senior HES managers with probations and interim review meetings; tracking progress towards probations. Tracking progress towards appraisal SMART objectives with support from the line manager.
- Be a GDPR champion for the HES team. Working with CSE's GDPR officer and project managers to ensure procedures are compliant.
- Take a proactive approach to problem solving. Influence and contribute to improving HES systems and processes.
- Supervise and mentor the HES Project Administrator, support their learning and taking ownership for ensuring consistency of HES admin provision.
- Providing proof reading when required for HES and other teams.

Working relationships and contacts

- To provide administrative support to project teams in the day-to-day delivery of HES advice and retrofit projects.
- To support senior HES managers with their work, including tasks containing sensitive and confidential information.
- To support CSE's Office Administrator with a range of duties as required.
- Working alongside the CSE Operations team when needed on CSE wide tasks.

General responsibilities

- General admin support across CSE when required.
- Answering CSE's main office phone when required.
- Covering CSE reception when required.

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

See below

Requirements	Essential	Desirable
Educational or professional qualifications	<ul style="list-style-type: none"> • GCSE in Maths and English or equivalent. 	<ul style="list-style-type: none"> • Education to a higher level e.g. degree or equivalent. • Recognised training certificate in Microsoft Office.
Experience	<ul style="list-style-type: none"> • Experience of providing administrative support to colleagues and external customer/partners. • Experience of customer service. 	<ul style="list-style-type: none"> • Experience of working on the telephone. • Experience of supporting recruitment processes. • Experience of processing confidential information appropriately.
Knowledge and understanding	<ul style="list-style-type: none"> • Highly skilled in use of MS Office applications including Word, Excel and Outlook. • Proven track record for good record keeping. 	<ul style="list-style-type: none"> • Understanding of GDPR. • Understanding of sustainability and wider environmental issues and a commitment to the work of CSE. • Knowledge and experience of using databases.
Skills and abilities	<ul style="list-style-type: none"> • Confident, flexible, and open approach to work and a willingness to learn a variety of tasks. • Ability to learn information and communicate it to others. • Ability to use initiative, problem solve and manage priorities. • Excellent written and verbal communication skills. • Excellent attention to detail. • Ability to work well as part of a team. • Self-motivated with ability to work independently. • Good time management skills with an ability to multi-task. • Methodical and conscientious approach to work. • Ability to respond to clients in a respectful and engaging manner. • Ability to maintain admin systems independently and accurately. 	<ul style="list-style-type: none"> • Experience of using MS Teams. • Experience of using Zoom. • Familiarity with the Office 365 environment, including Sharepoint, OneDrive etc. • Experience of supervising and/or mentoring staff.

	<ul style="list-style-type: none">• Ability to adapt to new software solutions.• Able to recognise the boundaries of the role and seek appropriate support when required.	
Other	<ul style="list-style-type: none">• Thrives in a busy work environment.	