

Communitas Energy CIC

Administrator

JOB AND PERSON SPECIFICATION

Job Description

1. Overview

The Administrator will provide day-to-day administrative and customer liaison support to the Project Team. They will assist in various aspects of project administration to aid business delivery. Excellent telephone communications, good IT skills and a flexible and enthusiastic approach to learning is essential. Experience in a similar role is desirable although specific on-the-job training will be given.

2. Principal Duties and Responsibilities

To provide administrative support in respect of:

- 2.1. Handling enquiries received by telephone / post / email / website
- 2.2. Creating customer records on the company's electronic data systems and updating these with current information as and when required
- 2.3. Undertaking customer eligibility assessments via telephone / post / email / website and recording the required details on electronic data systems
- 2.4. Undertaking bulk and individual communications via printed mail merge letters and electronic formats
- 2.5. Arranging venues and resources for meetings and public consultation events
- 2.6. Raising and following up orders / invoices

Person Specification

3. Skills and Qualities

The Administrator must:

- 3.1. Have excellent communication skills
- 3.2. Be able to consistently follow agreed processes and raise exceptions with supervisor
- 3.3. Identify the nature of enquiry and relating work activity
- 3.4. Demonstrate a good level of numeracy and literacy skills
- 3.5. Be well organised and motivated
- 3.6. Be a team worker
- 3.7. Organise work priorities and use own initiative
- 3.8. Be able to accurately record information
- 3.9. Are empathic and can understand the needs of vulnerable members of the public

4. Education, Qualifications and Experience

The Administrator should:

- 4.1. Be in possession of at least 5 GCSEs of grade C or above and include both Mathematics and English Language
- 4.2. Be able to demonstrate competence in respect of Microsoft Windows and Office software with specific reference to MS Word and Excel
- 4.3. Be able to evidence previous employment in a similar role