

Administration Officer (Apprentice)

Job Description

Job Title:	Administration Officer (Apprentice)
Department:	Operations
Location:	Falkland Road, Wallasey
Pay Grade:	Real Living Wage rate
Reporting to:	Project Manager
Working hours:	35 hours per week: Monday – Friday 9am – 5pm Including required Apprenticeship off-site learning

Job Summary

This role will support the general functions of the charity and also support a number of projects delivered by the charity. Projects provide face-to-face (e.g. home visits and community events) and telephone support to residents across Merseyside and Cheshire and include casework to residents needing deeper support to deal with e.g. energy efficiency and sustainable energy advice, tariff and billing issues, fuel poverty, and fuel debt.

The Administration Officer (Apprentice) role is to provide accurate and efficient administration support (computer, telephone, and paper based) to enable successful delivery of the charity's outcomes. This can include general administration such as filing, photocopying, stock control, computer tasks e.g. data transfer and record updating. In addition, it will include project support tasks e.g. engaging with clients to gather or update information, accessing grant schemes and referral pathways for vulnerable clients, booking visits with clients, organising home visitor diaries and liaising with third party groups in line with charity policies.

Key Responsibilities and Accountabilities

1. Managing incoming and outgoing post and deliveries, stock control, general filing and data management tasks.
2. Dealing appropriately with all Client queries received including general and specific enquiries on dealing with energy efficiency, sustainable energy, fuel tariffs and bills, fuel debt, fuel tariffs, and all other issues related to domestic energy.
3. Referring Clients into projects delivered by our charity for further support where appropriate.
4. Signposting and referring Clients to other specialist agencies for detailed advice and support on other issues.
5. Accurately and efficiently inputting Client data and circumstances onto appropriate internal on-line and off-line databases ensuring all records are up to date and correct.
6. Adhering to service delivery procedures.

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7. Conducting customer satisfaction, including project related outbound and follow up calls as required.
8. To be responsible for the monitoring of stock (e.g. leaflets and easy measures equipment) and restock of stock in a timely manner.
9. Distributing, receiving, and recording service feedback questionnaires.
10. Safely and securely transporting documents, materials and equipment as required.
11. Ensuring service knowledge and skill levels are maintained to the highest standard by attending any relevant meetings and training.
12. Constructively contributing through team meetings, informal dialogue, and gained experience to the effective delivery and continued improvement of the service.
13. Achieving targets to high quality standards.
14. Undertaking duties of colleagues when required to cover absence.
15. Other duties as may be required in a small office environment.

General Responsibilities and Accountabilities

1. To process data and perform other routine clerical tasks as assigned.
2. To establish and maintain effective working relationships.
3. To maintain regular, consistent, and professional attendance, punctuality, personal appearance, and adherence to relevant health & safety procedures.
4. To pursue personal development of skills and knowledge necessary for the effective performance of the role.
5. To adhere to Health and Safety policies and instructions.
6. To adhere to procedures relating to the proper use and care of equipment and materials.
7. To adhere to all confidentiality, data protection, and I.T. security policies and instructions.

Key Interfaces

1. Clients requesting advice.
2. Colleagues and managers - liaising with internal departments as required.
3. Funders.
4. Working with third parties and suppliers.

Essential Qualifications

1. As sensitive personal data of Clients is managed, a satisfactory DBS certificate is essential.
2. Appropriate eligibility qualifications for Apprenticeship programme.
3. City and Guilds 6281-01 (Energy Awareness) – training will be provided.

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Person Specification

Skill	Essential (E) / Desirable (D)
Understanding of, and commitment to, the aims and principles of the Charity.	E
Strong computer skills, as the role requires the ability to capture data and essential application information quickly, accurately and with a high attention to detail.	E
Excellent and effective oral and written communication skills.	E
Methodical time and workload management and ability to independently prioritise own workload, meet deadlines and achieve targets.	E
Ability and willingness to work as part of a team by maintaining a flexible approach.	E
Ability and willingness to learn new skills	E
Ability to capture clients' circumstances to support compelling applications to funders for financial assistance.	E
Experience of working within, and achieving and exceeding, set quality standards.	E
Ability to work in a time pressured environment whilst maintaining positive relationships with all contacts, particularly Clients, other organisations, and colleagues.	E
Knowledge and experience of advice provision	D
Holding the City and Guilds 6281-01 (Energy Awareness) (if not held then training will be provided to the right candidate).	D (<i>E within 6 months</i>)
Experience of providing effective empathetic support to vulnerable Clients (vulnerability can include infirmity, age, financial stress, emotional stress).	D