



**Rotherham
& District**

Role Description: Projects Admin Support Officer

Hours:	37.5 hours per week
Salary:	£20,000
Contract Type:	Fixed term contract to 30 June 2022
Holiday:	30 days (plus bank holidays) pro rata
Responsible To:	Projects and Services Manager

Role Purpose

This fixed term role is to support the delivery of our funded projects including Emergency fuel vouchers, the Energy Advice Project (EAP) and Flood Victims support. The main purpose will be to deliver organised administration for the fuel voucher project by managing the distribution of vouchers, working with the projects team to issue them to eligible consumers and communicating with the fuel voucher provider.

Main duties

- Distribute fuel vouchers to eligible consumers following the funder rule and regulations.
- Take call back requests and complete the fuel voucher and EAP spreadsheets.
- Manage the fuel voucher distribution and allocate work to the projects team.
- Deliver energy advice directly to clients via telephone, web chat and video channels.
- Monitor outputs and help ensure the projects meet funder targets.
- Listen and answer client voicemails which come in via our energy mailbox
- Work collaboratively with other colleagues involved in the advice work process.
- Maintain confidentiality about clients and their contact with CARD.

Professional development

- Attend relevant internal and external meetings as agreed with the Projects and Services Manager.
- Prepare for and attend team meetings / staff meetings as appropriate.
- Undergo relevant training as identified with the Projects and Services Manager.

Other duties and responsibilities

- Abide by health and safety guidelines and share responsibility for your own safety and that of colleagues.
- Any other relevant advice and support duties required to ensure the smooth running of the bureau.
- Demonstrate commitment to the aims and policies of the Citizens Advice service.
- Help set a positive and supportive environment by displaying our behaviours of being responsible, inventive and generous.

Person Specification

1. Experience of office administration, with excellent organisational skills and attention to detail.
2. A positive and can do attitude towards a flexible and varied work plan
3. Proven ability to prioritise, stay positive and customer focussed in a fast paced environment
4. Good phone manner
5. Experience of working within a customer focused team.
6. Commitment to our client first approach, and passionate about the work we undertake.
7. Excellent IT skills able to quickly and accurately record outcomes / next steps
8. Understanding and commitment to the aims and principles of the Citizens Advice service and our values.
9. Experience with Microsoft Office excel spreadsheets

This role is a short term, fixed term position.

The role is full time but we are open to discussion about part time working arrangements for the right candidate.