



PROJECT SUPPORT OFFICER – Zero Carbon Cumbria

Job Description

EMPLOYER: Cumbria Action for Sustainability (CAFS)

LOCATION: Principally home working. Occasional meetings or events may be required at our office in Penrith (Rural Eden Foyer, Old London Road, Penrith, CA11 8ET) and other Cumbria locations when Covid-19 restrictions allow.

REPORTS TO: Project Manager – Zero Carbon Cumbria

HOURS: 18.75 hours a week (2.5 days). Flexible working hours.

SALARY RANGE: £18,500 - £22,000 per annum full-time equivalent (£9,250 - £11,000 for the 18.75-hour week), depending on skills and experience.

DURATION: Fixed-term contract from Nov 2020 to end Dec 2025 (5 years).

ABOUT CAFS:

Our vision is a zero carbon Cumbria and we strive to bring about a better way of life, in balance with our environment.

Our mission is to empower and enable people, communities and businesses to live and work more sustainably by sharing our knowledge, practice, skills, networks and practical experience. We manage and deliver events, advice, training and practical projects across the county as well as providing specialist consultancy services to enable individuals, communities, businesses and local authorities to drive a shift towards a zero carbon Cumbria.

CAFS is an award-winning charity with a team of seventeen highly skilled staff, working with a pool of specialist contractors and volunteers to deliver around 20 major, transformational low-carbon projects each year. CAFS is the leading organisation in Cumbria showcasing low-carbon living, energy-efficiency improvements, renewable technology and reduced use of fossil fuels, both on a domestic scale and in the community. Now in our 22nd year, CAFS is the first

point of reference in the county for information on sustainability. CAfS is a dynamic, pro-active and responsive organisation, continually striving to deliver effective projects that make an impact and drive real change towards a low-carbon future. As such, we continually initiate, scrutinise, refine and launch new projects, accessing funding from a variety of sources or earning income from delivering specialist services.

BACKGROUND TO THE ZERO CARBON CUMBRIA PROJECT:

Cumbria Action for Sustainability has been awarded £2.5 million from the National Lottery's Climate Action Fund for the five-year Zero Carbon Cumbria project. The bid was led by CAfS on behalf of the Zero Carbon Cumbria Partnership (ZCCP), which involves nearly 70 organisations spanning the public, private and third sectors with the aim of cutting greenhouse gas emissions. Eleven of the organisations in the ZCCP will be involved in directly delivering elements of the Lottery-funded project and the whole partnership will be involved in wider decarbonisation programmes in order to reach the county's zero-carbon goal.

People who live, work and study in Cumbria will be able to take advantage of a whole range of opportunities to cut their own carbon footprint and that of their communities, playing their part in global actions to stop climate change.

The project will tackle some of the main sources of carbon emissions in Cumbria, with a particular focus on food, energy generation and the goods we buy. The sub-projects have been devised by a range of community organisations and chosen because of their wide benefits to local communities. More information about the project is available here: <https://cafs.org.uk/our-projects/zero-carbon-cumbria-programme/>.

MAIN PURPOSE OF ROLE:

To provide support to the Project Manager, supporting the day-to-day running of the project. The role includes administrative tasks to support the Zero Carbon Cumbria project team based at CAfS, including the Events and Training Officer, Communications Manager, Cumbria Sustainability Network Coordinator, Carbon Literacy Coordinator and the Project Manager, as well as administrative support for the meetings of the full Zero Carbon Cumbria Partnership.

KEY AREAS OF RESPONSIBILITY:

- Administer and support meetings of the project board, delivery partner meetings and wider partnership meetings as requested. This will include coordination of agendas and minute taking.

- Undertake administrative tasks as directed by the Project Manager, including but not limited to financial tasks, inputting data, monitoring and evaluation data collection, data analysis, emails, meeting minutes, etc.
- Provide administrative (and other) support to the CAfS-based Zero Carbon Cumbria staff team.
- Provide an initial point of contact for enquiries about the project.
- Perform a reception function, taking enquiries and requests and ensuring clear and full messages via phone, email or in person are logged and relayed to the relevant person and followed up as necessary.
- Process all purchases, invoices and payments associated with the project.
- Ensure CAfS' financial protocols are followed.
- Assist with the preparation of budget monitoring reports.
- Undertake administrative tasks as directed by the Events and Training Officer and Carbon Literacy Training Coordinator, including but not limited to bookings, event preparation, event set-up and promotion.
- Set up and manage an event-booking system.
- Support the Lottery Project Manager to collate monitoring and evaluation data for the project.
- Administer onwards community grants.
- Establish and maintain a contact list for the delivery partners and wider partnership.
- Perform other duties that may be required from time to time.

Person Specification

Essential skills and attributes:

- Experience in providing administrative support in a dynamic and demanding environment.
- Excellent customer service to both internal and external customers.
- Event organisation, meeting administration and effective minute-taking skills.
- Ability to proactively handle a wide range of tasks and prioritise these effectively.
- Ability to use initiative and make effective decisions.
- Ability to use a comprehensive range of IT software (Microsoft Outlook, Excel, Word, PowerPoint and MS Teams) and the willingness to train in additional IT skills as and when required.
- Accuracy and attention to detail, and the ability to work to tight timeframes.
- A good level of numeracy.
- Good written and proofreading skills.
- Tact, patience and diplomacy.

Desirable criteria

The following attributes are **desirable** but not essential:

- Experience in undertaking invoice processing, managing incoming and outgoing payments.
- Experience of setting up and supporting online meetings.
- Experience in inputting information to finance/bookkeeping packages.
- Experience of Quickbooks finance package.
- Experience of database/customer relationship management systems.
- Experience of data gathering, manipulation and reporting, e.g. customer event participant feedback data.
- Experience of providing support.
- An understanding of the work of CAfS and the impact of climate change on the environment and economy.
- Understanding of and commitment to CAfS' aims, values and objectives.

If you would like more information about the role, please contact CAfS:
office@cafes.org.uk.