



## Customer Administrator

### Job Description

Dec 2022

**THE EMPLOYER:** Cumbria Action for Sustainability (CAfS).

**LOCATION:** Contractually based at our office, Eden Rural Foyer, Old London Road, Penrith, CA11 8ET, however, homeworking can be agreed. Occasional meetings required at venues across Cumbria.

**REPORTS TO:** Project Manager – Cold to Cosy Homes.

**HOURS:** 22.5 to 30 hours per week, with flexibility to work across 3, 4 or 5 days. The working times are flexible but must include core office hours of 10am-3pm unless agreed otherwise. There may also be occasional need to work evenings/weekends for event or meeting support.

**START/END DATE:** Start as soon as possible. Fixed term contract for 6 months (with potential for extension subject to funding).

**SALARY RANGE:** £21,225 to £24,000 Full time equivalent.

**BENEFITS:** Working at CAfS comes with some great benefits. You'll be joining a friendly and supportive organisation, and your wellbeing and work/life balance are hugely important to us. As well as flexibility around your working hours and location, you'll have 22 days of paid annual leave pro rata, plus bank/public holidays. We pay an employer pension contribution of 6% from day one of employment.

**LEGAL RIGHT TO WORK:** You must have a legal right to work in the UK as CAfS is not in a position to act as a sponsor.

**APPLICATIONS BY:** Apply using the CAfS application form. CVs will not be considered. **Application forms must be received by 9am on 24 January 2023.**

**INTERVIEWS:** Interviews will be held in week commencing 30 January 2023. Interviews will be via Zoom. The interview process will involve one or more tasks relating to the role. Candidates shortlisted for interview will be contacted by 9am on 26 January 2023.

## ABOUT CAfS

CAfS is an award-winning charity and the leading organisation providing inspiration, advice, and support for action on climate change in Cumbria.

**Our vision** is a zero carbon Cumbria that is socially, environmentally, and economically beneficial for all.

**Our mission** is to achieve net zero by 2037 or sooner by promoting and facilitating low carbon living and its benefits – inspiring and supporting individuals, communities, and organisations across Cumbria and beyond to decarbonise lives and businesses. We provide practical support for the development of low carbon plans and policies for places, communities, businesses, local authorities, other organisations, and individuals. We inspire behaviour change and seek to deliver sustained shifts from high to low carbon emissions through enabling new social norms and influencing key policies, strategies, and funding streams

## **ABOUT OUR COLD TO COSY HOMES CUMBRIA SERVICE**

We are expanding our Cold to Cosy Homes Cumbria service in order to deliver more free home energy advice support across all districts of Cumbria. The service supports vulnerable people who may be living in cold, draughty or damp homes.

Our Cold to Cosy Homes Cumbria service includes:

- Advice about home energy efficiency over the telephone and in-home by trained CAfS employees and contractors.
- Events and training about home energy efficiency for householders and volunteers.
- Providing energy saving measures to households.

We also increasingly offer a range of commercial services to householders, including energy audits and advice.

Our team of Customer Administrators play an important part in delivering Cold to Cosy Homes Cumbria, as well as other services we provide. The role provides the first point of contact for customers when they enquire about and apply for services. The role also includes booking in appointments for clients and booking our home energy adviser team to provide the services.

**If you feel you meet some of the criteria in the Person Specification but not all, then do still consider applying. You can enquire with us, as you may have other skills that are relevant to the role.**

**MAIN PURPOSE OF ROLE:**

The role is to:

- Assist the Cold to Cosy Homes Cumbria team to deliver home energy advice and paid services.
- Provide excellent customer service to our clients, including vulnerable customers.
- Deliver a range of administrative duties in support of the project team.

**MAIN TASKS:**

- Providing the first point of contact for clients by telephone, email and online application forms.
- Handling enquiries and requests, ensuring accurate input of client details onto the Customer Relationship Management (CRM) system or passing on messages as necessary.
- Processing referrals from clients and via partner organisation by inputting information onto the CRM system or other external databases.
- Booking and amending energy advice calls/visits via the CRM system and Outlook calendars of team members and contractors and providing confirmation to the client.
- Assisting in the coordination of draughtproofing installation visits, including telephoning clients to arrange, referring to contractors and updates of installation records.
- To provide support to events. Including administering bookings on our website and CRM, managing sign-ins, preparing and packing event kit, setting up rooms and attending occasionally.
- To provide support for the ongoing implementation and compliance of data protection requirements and the CRM system.
- To undertake additional administration tasks as directed by the relevant staff member, including but not limited to: ordering equipment and stationery, meeting administration, providing client data for update reports.
- Undertake relevant training to ensure continued personal development relevant to the area of work.
- Perform other duties that may be required from time to time.

## **Customer Administrator**

### ***Person Specification***

#### **Essential criteria**

To be able to demonstrate:

- Excellent customer service delivery, including handling telephone and online enquiries.
- Experience in providing administrative support in a dynamic and demanding environment.
- Experience of recording client related data.
- Ability to proactively handle a wide range of tasks and prioritise these effectively.
- Willingness to learn about issues affecting vulnerable clients in heating their home, reducing costs and becoming more sustainable.
- Ability to use initiative and follow processes accurately.
- Ability to use a comprehensive range of IT systems (particularly Microsoft Outlook, Word, Excel) and ability 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 writing skills.
- Ability to maintain a sensitive and professional approach towards colleagues and clients, mindful of confidentiality and anti-discriminatory practices.
- Empathy with CAfS aims values and objectives.

#### **Desirable criteria**

To be able to demonstrate:

- Experience of data gathering, analysis and reporting.
- Experience of working in a dispersed team and using Microsoft Teams or similar.
- Knowledge of issues householders face with energy price crisis and cost of living crisis.
- An understanding of the work of CAfS and the impact of climate change on the environment and economy.
- Experience of using Customer Relationship Management systems.

If you would like more information about the role, please email:

[elena.parsons@cafes.org.uk](mailto:elena.parsons@cafes.org.uk)