



Administrator

Job Description

THE EMPLOYER: Cumbria Action for Sustainability (CAfS)

LOCATION: Contractually based at our office, Eden Rural Foyer, Old London Road, Penrith. Some home working may be possible with line manager's agreement.

REPORTS TO: Office and People Support Manager

HOURS: 25-30 hours per week, preferably 5-6hrs per day Monday-Friday, but open to negotiation

START DATE: ASAP (Fixed term contract until 31.03.24)

SALARY: £21,255 to £24,000 full-time equivalent, depending on skills and experience

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: 09:00 on Thursday 9 March. Application forms should be emailed to recruitment@cafs.org.uk, CVs will not be considered. Applicants selected for interview will be contacted on Friday 10 March. Interviews will be held on Thursday 16 and/or Friday 17 March.

ABOUT CAfS

Our vision is a zero carbon Cumbria which 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 new social norms and influencing key policies, strategies, and funding streams.

MAIN PURPOSE OF ROLE

To provide a professional, friendly and comprehensive reception service, as well as support service to all staff working in CAfS. This includes a range of administrative duties in support of the core team as well as occasional support to project delivery.

The role will sit within the administration and finance team and be directly managed by the Office and People Support Manager.

MAIN TASKS

1. To perform a telephone reception function; taking enquiries and requests and ensuring clear and full messages received via phone, email or in person are relayed to the relevant person or followed up as necessary.
2. To respond to information enquiries from members of the public, and answer or forward emails sent to the office@cafs.org email address, logging enquiries in line with CAfS processes.
3. To undertake administration tasks to primarily support the CAfS core team, as well as some project support. The tasks may be varied but will include event support and administration; inputting and analysing data; organising and minuting meetings; collating and monitoring information; and ordering stationery.
4. Organise and monitor DSE requirements for staff, including ordering equipment.
5. Coordinate meetings where required. To include booking rooms, Zoom/MS Teams appointments, arranging catering, preparing and circulating agendas, recording action lists and confidential minutes.
6. To assist colleagues with support to our volunteers and trustees in line with our policies.
7. Support the Office and People Support Manager in maintaining office systems; organise and storing paperwork, documents and computer based information, including archiving; keeping inventory updated and storeroom tidy.
8. Undertake relevant training to ensure continued personal development relevant to the area of work.
9. Perform other duties that may be required from time to time.

The hours of work are flexible but must include core office hours of 10am-3pm. There may also be occasional need to work evenings/weekends for event or meeting support.

Administration Assistant

Person Specification

Essential

To be able to demonstrate:

- Excellent customer service to both internal staff and external customers.
- Experience of reception function.
- Experience in providing administrative support in a dynamic and demanding environment.
- 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, and PowerPoint) 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 proof-reading skills.
- Tact, patience and diplomacy.
- Ability to maintain a sensitive and professional approach towards colleagues and service users, mindful of confidentiality and anti-discriminatory practices.
- Empathy with CAfS aims, values and objectives.

Desirable

To be able to demonstrate:

- Event organisation, meeting administration and effective minute taking skills.
- Experience of data gathering, manipulation and reporting e.g. customer data
- Experience of Zoom and MS Teams.
- An understanding of the work of CAfS and the impact of climate change on the environment and economy.

If you would like more information about the role, please email recruitment@cafs.org.uk