

MARCHES ENERGY AGENCY
The Pump House
Coton Hill
Shrewsbury
SY1 2DP



Project Administrator – £17,616-£19,162

About Marches Energy Agency

Working together for energy efficient homes, Marches Energy Agency - www.mea.org.uk - has nearly 25 years of experience in helping householders keep warm and well at home. We are an independent, Shropshire-based charity with a remote staff and reach across the Midlands. We offer a niche role in the housing landscape that combines a people centred approach with the energy savings aspects of their house, and is opening exciting opportunities with a wide range of partners, around health, social care, home energy efficiency and climate change. Vulnerability is around age – both old and young – health and limited financial means, all of which can make keeping warm at home a challenge. There are still too many people living in these conditions. These people are at the centre of our work. In addition, with our climate emergency we stand on the cusp of a huge transformation in the way we think about and use energy in our homes. As our service continues to develop, our friendly team is now seeking to add enthusiastic, motivated and compassionate staff to help us grow and address these challenges. They will join around 20 staff, office based and working remotely across the Midlands.

Our values are:

- Compassionate towards those we are helping, and determined to make a difference.
- Honest and open in all our work.
- To build trust with those we are seeking to support, in partnership with other organisations and internally with staff.
- Through this to accelerate change for the better

The role:

You will carry out a range of tasks to support project delivery as directed, working collaboratively with our Energy Advisors and Project Managers. Your tasks will principally administrative. You will also support some routine aspects of project delivery such as making routine phone calls to clients and liaising with installers. In particular, you will support the delivery of a major new project supporting vulnerable customers seeking funded energy efficient insulation and heating for their properties.

Major Tasks and Job Activities

Assisting with Project Delivery:

- To maintain an accurate record of install progress and funding on the CRM (online database).

- To liaise with installers as directed to ensure that timely and accurate information is provided by them to us.
- To liaise with client householders as directed to update them of progress or otherwise, by phone, email etc.
- Assisting with marketing and information campaigns

Assisting with Energy Advice Line Enquiries:

- Answering the Advice Line queries by phone, taking basic information and logging it on the CRM.
- Taking internet and email queries, sending routine responses and logging them on the CRM.
- Any other routine or administrative tasks to support project activity as needed.

Person specification:

- Be an accurate and efficient record keeper
- Have a clear and confident telephone manner
- Be confident IT user – working with a range of Microsoft products and being willing to learn how to use our bespoke Microsoft Dynamics CRM
- Be able to forge and maintain good working relationships with colleagues and partners
- Be a good team player able to work both across different teams and unsupervised.
- Have excellent organizational and time-management skills.
- Have a basic awareness of home energy efficiency and a willingness to learn more
- Show a track record applying these skills, ideally in the work place, although experience gained in education and the home will be considered
- Be Midlands based and a commitment to our work in the region
- Be able to demonstrate a clear commitment to our charitable values

Training: On the job training and support will be provided to you including instruction in using our CRM. You will be required to undertake a basic DBS check.

Pay: £17,616 – to £19,162 pro-rata per annum; optional employer pension of up to 5%; work travel costs paid; opportunity to benefit from a team-related annual performance bonus.

Location: Home working/ MEA's Shrewsbury office next to the River Severn.

Hours of work: Up to full time - 37.5 hours per week. Part-time/ flexible working hours can be discussed.

Leave: 24 paid days pro-rata per annum + bank holidays.

Duration: One-year contract with opportunity to extend further, subject to funding.

Application process: Send CV and covering letter explaining why you are interested in the job and how you meet the specification philiptowers@mea.org.uk by Monday 17th May 5pm, interviews 24 May– either by zoom or in office