



Trainee/Experienced Project Admin Support - Energy Unit

Overview:

Our Energy Unit needs support!

We are looking for a project admin support worker to work alongside admin support and our team of caseworkers in the Energy Unit covering Dorset and BCP.

You would be engaging with clients and progressing people to achieve positive outcomes. Whether that be applying for charitable support, making sure that outcomes are recorded or gathering client feedback. It is an interesting and rewarding role, and the outcomes achieved through the project are incredible.

Salary: Starting Salary at Trainee Level; £13.96 ph Actual £10,888

Hours: 15 hours per week, split over Wednesday, Thursday and Fridays.

Location: In either of our Wimborne and Wareham offices.

Type of contract: Fixed term ending 31st March 2026

Closing date: 9am Monday 19th August 2024

We reserve the right to close the recruitment early if a suitable candidate is found.

Role Description:

- Booking and confirming client appointments
- Collect information required from clients in order to progress their case/application and add these to case records.

- Completing follow up administrative work with clients including closing cases and recording outcomes.
- Act on any urgent issues, time limits and key dates.
- Liaise with clients, caseworkers, team leaders, management and external agencies by email and telephone appropriately.
- Use a photocopier, scanner, and other office machines as appropriate
- Use various software applications as necessary for the work involved.
- Any other relevant administrative and support duties required to ensure the smooth running of the project. Work with the admin support staff in a collaborative manner and support the Energy Unit as a whole
- Maintain case records and ensure that all casework conforms to the bureau's Office Manual and the Advice Quality Standard and/or the Specialist Quality Mark as appropriate. All training will be provided

Professional development

- Attend relevant internal and external meetings as agreed with the line manager.

Administration

- Use IT for statistical recording, record keeping and document production.

Other duties and responsibilities

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the project.
- Demonstrate commitment to the aims and policies of the CA service.
- Abide by health and safety guidelines and share responsibility for your own safety and that of colleagues.

Person specification

July 2024

1. Effective oral and written communication skills, including ability to communicate appropriately with clients.
2. Ordered approach to work and an ability and willingness to follow and develop agreed procedures.
3. Ability to prioritise own work and meet deadlines.
4. Ability to use IT and willingness to learn to use our case recording system.
5. Willingness to acquire the relevant knowledge through internal training.
6. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
7. Willingness to work as part of a team and ability to monitor and maintain own standards
8. Understanding of and commitment to the aims and principles of the Citizens Advice service and its equality and diversity policies.