

Job Description – Cosy Kingdom Admin Assistant



Responsible to	Service Delivery Manager
Salary	£21,840 pro rata
Hours of work	21 hours on a flexible basis, including some evenings and occasional Saturday work*
Place of work	Greener Kirkcaldy project office and working from home.
Contract	Permanent contract
Holiday	33 days, inclusive of public holidays, per annum, pro rata

* Greener Kirkcaldy operates a 'time off in lieu' policy for any work outwith office hours.

Job purpose

Greener Kirkcaldy is a community-led charity working locally to bring people together, take positive action on the climate emergency and support people through fuel poverty and food insecurity.

You will be responsible for providing admin assistance to the Cosy Kingdom Project, which helps households in Fife keep warm and save money through tailored home energy advice. The team consists of a Project Manager, Team Leader, six energy advisors, two handy people and two other administrators. Your role will be to work alongside the other administrators to ensure comprehensive service delivery.

Specific responsibilities

- To deal with telephone and email enquiries from the general public, statutory and voluntary agencies
- To take and distribute team meeting minutes
- To book home energy advice visits via telephone, email, FORT database and face to face
- To populate energy advisor calendars
- To collect information and update databases
- To support the team to keep paperwork up to date and adhere to Greener Kirkcaldy's quality management systems

- To provide basic IT support to the team
- To assist with the arrangement of events and meetings

General responsibilities

- To work as part of the Greener Kirkcaldy team to promote and encourage understanding of environmental issues
- To promote the values of Greener Kirkcaldy when working in the local community
- To work and communicate effectively with other team members (staff, sessional workers and volunteers) to achieve goals
- To maintain good relationships with project partners
- To provide an excellent participant experience
- To comply fully with the organisation's ethos, policies and procedures and relevant legislation
- To ensure the office is run in an environmentally friendly way
- To attend and contribute to team meetings and training courses
- To undertake other duties in line with the job purpose

Person Specification

Qualifications, skills and experience	Essential	Desirable
Previous experience in an administrative role	•	
Excellent communication skills using a variety of methods (such as written, spoken, email)	•	
Excellent literacy, numeracy and IT skills and proven ability to use a range of IT packages	•	
Experience of balancing and prioritising a varied workload	•	
Excellent attention to detail	•	
Flexibility and the ability to adapt according to the needs of the project	•	
A relevant qualification		•
Experience of working in a voluntary organisation		•
Knowledge		•
Awareness of the voluntary or community sector		
Personal qualities		•

A positive and enthusiastic attitude		
Initiative and self-motivation to complete tasks	•	
Commitment to quality and high standards of customer care	•	
A willingness for continued learning and personal development	•	
Enthusiastic about engaging people to tackle the climate emergency	•	
An interest in social justice and helping people in hardship		•
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