

Job Description - Administrator



Responsible to	Service Delivery Manager
Salary	£24,875 pro rata + 6% contribution to pension scheme
Hours of work	0.6 FTE (21 hours per week)*
Place of work	Greener Kirkcaldy office (or hybrid of home and office)
Contract	Permanent Contract
Holiday	33 days inclusive of public holidays, per annum pro rata, going up to 37 days after 5 years' service, plus 5 additional days over the Christmas break
Requirements	The post-holder will be subject to a Disclosure Scotland check

** Including some evening and Saturday work. Greener Kirkcaldy has a flexible working policy. We would consider requests to work fewer hours, or to job-share.*

About Greener Kirkcaldy

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.

Based in the heart of Kirkcaldy – with a community building, training kitchen, bike shop and garden – we carry out activities across Kirkcaldy and work with partners to deliver projects across Fife.

We want our town to be a good place to live and work. We believe in a future where everyone has a say in what happens locally, people are working together to protect our environment and those in hardship are supported to live well. That includes our staff and volunteers.

Working at Greener Kirkcaldy involves being part of a positive, collaborative and social team. Our culture is really important to us. We promote equality, diversity and

openness. We have a strong focus on staff wellbeing and development and encourage staff initiative and ideas.

We support all our staff with flexible and hybrid working, generous holidays, enhanced maternity, paternity and sick pay, lots of wellbeing, training and development opportunities (and social events!)

We want Greener Kirkcaldy to be an inclusive and diverse charity where everyone feels supported, valued and able to be themselves. We take part in Fife Centre for Equalities' Equality Pathfinders programme. We also take part in the Race Equality Environmental Programme facilitated by CEMVO Scotland. Our [Equalities Action Plan](#) sets out the steps we are taking to improve diversity and inclusion.

To achieve our vision of Kirkcaldy as a greener and fairer place to live, we need a diverse team. We encourage applications from people of any background. We know that in our sector we particularly lack staff and volunteers with Minority Ethnic backgrounds and disabled people. If you identify as Minority Ethnic and/or disabled, we are particularly interested in receiving your application.

Please contact Office Manager, Dianne Girvan, on dianne@greenerkirkcaldy.org.uk to discuss any additional support you may need to complete your application or take part in the recruitment process.

Job purpose – Administrator

Greener Kirkcaldy is a community-led charity and social enterprise, working on a local scale to benefit people and our environment. We run a wide range of projects: tackling climate change and social injustice and bringing our community together.

We lead the Cosy Kingdom partnership, a free and impartial energy advice service available to all tenants and homeowners across Fife. Our energy advisors help people save energy, stay warm while spending less on fuel and develop skills and confidence to take more control of their energy use and bills. Our work plays a vital role supporting people in, or at risk of, fuel poverty and makes an important contribution to tackling carbon emissions and climate change.

As an administrator you will work alongside two other administrators to ensure the smooth and efficient running of the Cosy Kingdom service. You will act as a key point of contact for the public, arranging appointments and events, and providing vital administrative support to the team.

Specific responsibilities

- To deal with telephone and email enquiries from the 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

- Work as part of the Greener Kirkcaldy team to promote and encourage understanding of environmental issues
- Promote the values of Greener Kirkcaldy when working in the local community
- Comply fully with the organisation ethos, policies and procedures and relevant legislation
- Attend and contribute to team meetings and training courses
- Undertake other duties in line with the job purpose

Person Specification – Administrator

Qualifications, skills and experience
Excellent people and communication skills
Good literacy, numeracy and IT skills
Organised and able to work under pressure and manage a diverse workload
Experience of data input and use of databases
Experience managing calendars, scheduling appointments or coordinating diaries
Experience handling telephone and email enquiries

Knowledge
Accurately taking and summarising meeting minutes
Knowledge and experience of how to use different Microsoft packages including Outlook, Word & Excel
Personal qualities
A positive, enthusiastic and supportive attitude
Proactive, self-motivated and able to use own initiative
Flexible and able to adapt according to the needs of the organisation
A willingness for continued learning and personal development
Enthusiastic about engaging people to tackle the climate emergency and/or supporting people in hardship