



Project Assistant

Location: Southampton (hybrid working)

Salary (per annum): £22,000 - £23,500, depending on experience

Type of opportunity: 12 months, 37.5 hours per week

Overview

As Project Assistant you will support the delivery of our energy efficiency, affordable warmth and sustainability projects by providing accurate and relevant information to Hampshire residents who get in touch with us for help. You will be primarily responsible for providing effective customer service and administrative support.

The post holder will be required to accurately record customer details and information on a range of activities and outcomes. The successful applicant will be an excellent verbal and written communicator with good attention to detail. We are looking for someone who is highly organised and customer focused, with a passion for helping others.

This role can involve a mix of office and home-based working.

About tEC

Established in 1993, the Environment Centre (tEC) is an independent charity that aims to help people keep warm and well in their homes, reduce carbon emissions, improve air quality and encourage sustainability. We do this by supporting others to take action, working with individuals, community groups, charities, schools, businesses and local government. We are the trusted local centre for information and support for home energy efficiency and sustainability.

We work across Hampshire and our current projects focus on energy efficiency, affordable warmth, sustainable living and air quality. You can find out more about our work here: www.environmentcentre.com

We need

A team player with a passion for helping people. You enjoy providing information and advice on the phone or in writing and excel in ensuring this is appropriate and accurate.

Personal specification

You are:

- Friendly, welcoming and understanding.

- An outstanding communicator with excellent interpersonal skills, you are able to comfortably express yourself, and give information and advice verbally and in writing to a variety of different audiences.
- Enthusiastic about advice giving and helping people we support, with a confident telephone manner and a thorough understanding of the necessary attentiveness and patience required.
- Sensitive to different communication needs and customer circumstances, including people who may be angry or upset.
- A conscientious organiser, able to plan and work flexibly.
- Willing to undertake routine administrative tasks methodically, with high levels of accuracy and reliability.
- Self-motivated, with the ability to work unsupervised and as part of a team.
- Able to work efficiently to ensure that enquiries are dealt with in a timely manner.
- Able to maintain composure and a friendly phone manner when under time pressure and during busy periods.
- IT literate in Microsoft Office applications.

In an ideal world, you are also:

- Experienced in giving high quality, customer focused advice in the commercial or charity sector.
- Competent using CRM databases e.g. Microsoft Dynamics and remote working software e.g. Microsoft Teams.
- Interested in energy efficiency, sustainability and affordable warmth matters.

What's in it for you?

This is a great opportunity to work for an organisation that is passionate about the environment and helping people.

You'll be a key member of our energy advice team, the first to respond to a wide range of enquiries that we receive on a daily basis. These enquiries range from supporting vulnerable people with heating emergencies or untangling their complex utility bill enquiries, to providing practical advice and support to help people live more sustainably. You will make a real difference to our customers' lives.

You will get the training you need to do the job including how to use the IT and phone equipment and the procedures to follow. You will be given support and training on energy efficiency issues and our triage process.

We offer hybrid working (a mix of office and home based), a supportive team culture and generous holiday leave.

There may be an opportunity to extend the role beyond the initial contract period; however, this will depend on funding availability, timing, and the success of the post holder in the role.

Key Responsibilities and expectations

- Triaging enquiries from customers (via phone, email and post), providing information on affordable warmth and home energy efficiency and handing over to other teams, as appropriate.
- Providing excellent customer service to our customers.
- Ensure all correspondence matters are efficiently processed including creating or updating customer records.
- Carrying out administrative work such as inputting data, word processing, handling post, reviewing scheme applications and supporting evidence.
- Working as a team player to support colleagues as necessary.

Any other duties relevant to the work of the post holder may be assigned as requested by Senior Management.

In addition, the general expectations of the post-holder are:

- To take responsibility for decisions on your work, seeking assistance and input from others as appropriate.
- To plan and prioritise your workload to achieve high standards and meet agreed deadlines, adjusting readily to suit changing circumstances.
- To communicate clearly, confidently and persuasively using appropriate language and style for target audiences, listening carefully and checking for understanding.
- To represent tEC positively externally, including to partners, funders and the public, and consider wider organisational impacts of your work, including that we are an apolitical and non-campaigning charity.
- To use resources (including your time) efficiently and effectively, maintain accurate records within tEC systems and comply with tEC's policies and procedures.
- To keep up-to-date with information required for your role and share knowledge collaboratively with others to support their project delivery.

Pay and conditions

The full-time position will require a commitment of 37.5 hours per week; Monday to Friday, 9am to 5pm when our advice lines are open. The salary for the role will be between £22,000 and £23,500 per annum, based on skills and experience. There will be an initial probationary period of 3 months.

We offer a generous holiday allowance; for full time employees this is 35 days which includes statutory holidays and the office closure dates between Christmas and New Year.

We will pay fees and expenses for attending training courses and any expenses incurred in the course of your work will be reimbursed in accordance with tEC's staff expenses policy.

The Environment Centre (tEC) operates a personal pension scheme.

Everyone who works at the Environment Centre (tEC) has the responsibility for promoting the safeguarding and welfare of vulnerable adults and children. The offer of employment is subject to the satisfactory completion of a DBS check.

We will be happy to discuss our hybrid working model at the interview stage.

Please note, that we are unable to provide visa sponsorship for this post. To apply for this post, you must be able to demonstrate your eligibility to work in the UK.

Application procedure

Candidates must return a completed application form by email to jobs@environmentcentre.com no later than **5pm, 26th April 2024**. Interviews are intended to be held week commencing 13th May 2024.

If you have not heard from tEC by 12.00 (noon) on Thursday 9th May, please assume that your application has been unsuccessful.

If you need additional support through the recruitment process, please contact jobs@environmentcentre.com or call 02380 336172 to discuss alternative arrangements.