

Job Profile

Administrator

1 Job Purpose

We are looking for an experienced administrator to support our growing organisation. As an Administrator at Bath and West Community Energy, you will play a crucial role in supporting the smooth operation of the organisation. You will ensure efficient communication, maintaining accurate records, and coordinating administrative activities. This position requires strong organisational skills, attention to detail, and the ability to work effectively in a fast-paced environment.

2 Terms and Conditions

Hours	This role will be 30 hours per week and an ongoing commitment to flexible working.
Rate of Pay	£26,000 per year FTE (37.5 hours per week), pro rata for the hours worked per week
Holidays	25 days per calendar year plus Bank Holidays, pro rata for hours worked per week
Pension	BWCE offers a workplace pension scheme, currently with a 5% Employer contribution and 5% Employee contribution, that will start on satisfactory completion of the 6-month probationary period.
Work Location	Working from home in the Bath or surrounding area, with the post-holder able to join the team for co-working, currently one day a week, at The Guild Hub, High Street, Bath on Thursdays.
Probation period	6 months
Contract Length	Permanent, subject to funding
Reporting	This post will report in the short term to the Managing Director. The Operations Manager is currently on maternity leave
Start Date	As soon as possible

3 Bath & West Community Energy

Bath & West Community Energy is a not-for-profit Community Benefit Society (a type of co-operative). Since 2010 when it was set up, BWCE has built over 13 MW of community owned solar power systems and one small hydro scheme, enough power to meet the equivalent annual electricity demand of around 4,500 homes. For more information see www.bwce.coop.

During this time BWCE has distributed over £330,000 of surplus income via its [independent community fund](#) to support further community action on carbon reduction and fuel poverty.

BWCE is working to put people at the heart of the energy transition, placing ownership and control of energy in the hands of consumers via clean energy projects that actively involve and benefit local communities.

Our vision is for an energy system where:

- Local people can buy low-cost, clean energy direct from local energy projects.
- Local people from all walks of life are enabled to upgrade their homes to reduce bills and carbon emissions.
- Energy projects are owned and shaped by their communities – giving local people a voice in decision-making, and a stake in local projects.
- Collective action helps drive social change around energy behaviours and drives down energy demand.
- A more flexible grid maximises the use of intermittent renewable energy and removes the need for fossil fuels.

Community energy rests at the centre of this vision by harnessing local capital, generating returns that recycle into the local economy, increasing the profile of local energy supply and shining a spotlight on how and when we use energy on a day-to-day basis.

4 Organisational Systems and Growth

During 2022, BWCE took on several new staff and in 2023 has grown further. This is creating a need to evolve and strengthen our administrative systems to accommodate the increased volume and diversity of our operations. We are expanding into the new area of home energy efficiency service delivery which represents a transformation of our organisation. This role will be central to ensuring that our systems are fit for purpose and operate smoothly.

5 Key Responsibilities

- **Administrative Support:** Provide general administrative support, including managing correspondence, handling phone calls, and responding to enquiries in a timely and professional manner.
- **Maintaining and supporting operational systems:** Support staff as required to ensure organisational systems run smoothly, including Sharepoint, timesheets, purchase orders, expenses etc. This includes helping set up and maintaining a Customer Relationship Management (CRM) database, ensuring that the database is kept up to date by colleagues and functioning efficiently to meet organisational needs.
- **Liaising with contracted out functions:** Act as a point of contact within BWCE to liaise between the staff team and contracted out accounts, HR and IT support functions as needed.
- **Record Keeping:** Maintain accurate records, files, and databases, ensuring data integrity and confidentiality and monitoring data protection compliance.

- Organising internal meetings: Schedule and coordinate staff meetings, training, induction, social events and board meetings, organising venues, catering and taking minutes and distributing in a timely manner when needed.
- Proof reading: Provide proof reading for internal and external documents and reports as needed.
- Office Management: Liaise with office provider/ dealing with issues as they arise, post, office supplies and equipment, and liaise with vendors to ensure the availability of necessary resources.
- Projects: Assist with special projects and initiatives as assigned, providing administrative support and contributing to their successful completion.
- Complying with BWCE's agreed policies and practices.
- Carrying out other tasks or duties as agreed with the line manager

6 Essential knowledge, experience, skills & attributes:

- Experience of CRM systems
- Proven experience in an administrative role.
- Proficient in using office productivity software, such as Microsoft Office Suite (Word, Excel, PowerPoint), email clients, and internet research tools.
- Excellent organisational skills and the ability to prioritize tasks, meet deadlines, and manage multiple responsibilities simultaneously.
- Strong attention to detail, with a focus on maintaining accuracy in all administrative tasks.
- Effective verbal and written communication skills, with the ability to interact professionally with diverse stakeholders.
- Able to work independently with minimal supervision as well as collaboratively within a team environment.
- Able to manage a varied workload, balancing scheduled tasks with requests for assistance from the team, which may have short deadlines
- Able to take clear, accurate minutes and proof reading
- Commitment to BWCE's vision of community leadership and a clean energy future.

7 Desirable knowledge, experience, skills & attributes:

- Experience of working in a small, busy team.
- Experience and understanding of IT systems.
- Basic knowledge or prior interest in renewable energy, energy efficiency and or climate change issues.

Note: This job description is intended to convey essential job functions and basic duties. It is not intended to be an exhaustive list of qualifications, skills, efforts, duties, or responsibilities associated with the position.

Bath and West Community Energy is an equal opportunity employer and encourages applications from individuals of all backgrounds.

8 Application Process

To apply for this role, please complete the application form downloadable from the 'Jobs' page of the www.bwce.coop website. CVs and cover letters are not accepted.

Below are the key dates:

- Application Deadline: Monday 10th July, 11am.
- Invitation to interview to be issued week commencing 10th July.
- Interview dates (please hold clear): Monday 24th July 10am – 5pm

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