

Admin Officer

- Service area: Climate Change and Transport
- Grade: SC5
- Reports to: Senior Energy Advisor
- Your team: Energy Services

Our mission

We are determined to create a more equal Islington, where everyone who lives here has an equal chance to thrive.

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out 'CARE', which is what we think public service is all about.

Key responsibilities

The key responsibilities of the Admin Officer role are to provide administrative support to a fuel poverty energy advice service which provides advice to the public on fuel poverty, energy and water efficiency and relate topics via telephone helplines, email and face-to-face.

The full set of duties include:

1. To assist the team to provide, maintain, develop, design, implement, evaluate, review and pro-actively improve the services provided by the Service in accordance with Council and local polices.
2. To control and respond to correspondence, ensuring Council deadlines are met.
3. Be the focal point for all customer and internal enquiries to achieve a consistent approach across the service
4. To provide the administration requirements of the service area.
5. To provide data inputting and maintain records with time scales.
6. Manage the arrangements of team meetings, producing and distributing minutes
7. To deal with telephone enquiries from the public.
8. Respond to customer email queries within the specified turnaround time.

9. To process inbound referrals received into the team mailboxes and distribute referrals to the Energy Advisors to complete.
10. Assist with initiatives to improve two-way communication between staff and management
11. Increase positive awareness of the team both internally and with external bodies, using different media.
12. To review evidence submitted by service users against grant eligibility criteria and process grant applications to available grants.
13. To complete customer satisfaction call backs with service users.
14. To undertake other duties commensurate to the grade of the post.

ADDITIONAL:

15. To use and assist others in the use of information technology systems to carry out duties in the most efficient and effective manner.
16. To achieve agreed service outcomes and outputs, and personal appraisal targets, as agreed by the line manager.
17. To undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.
18. The post holder is expected to be committed to the Council's core values of public service, quality, equality and empowerment and to demonstrate this commitment in the way they carry out their duties.
19. Ensure all the services within the area of responsibility are provided in accordance with the Council's commitment to high quality service provision to users.
20. Ensure that duties are undertaken with due regard and compliance with the Data Protection Act and other legislation.
21. Carry out duties and responsibilities in accordance with the Council's Health and Safety Policy and relevant Health and Safety legislation.
22. At all times carrying out responsibilities/duties within the framework of the Council's
23. Dignity for all Policy. (Equal Opportunities Policy).
24. The post holder is expected to be committed to the Council's key priority of sustainability and environmental management and to demonstrate this commitment in the way they carry out their duties.

Resources and Financial Management

Ensure effective Financial Management, cost controls and income maximisation in an ever changing environment, fluctuating demands and priorities. Ensure resources are well managed and effectively deployed to the best possible effects assuring value for money in all activities.

Compliance

Ensure legal, regulatory and policy compliance under GDPR, Health and Safety and in area of your specialism identifying opportunities and risks and escalating where appropriate.

Work style

Flexible, with one day a week in the office, plus other days as required. Some occasional evening and weekend working may be required for team events.

Person specification

You should demonstrate on your application form how you meet the criteria. Please ensure you address all the criteria as this will be used to assess your suitability for the post.

Essential criteria

Experience

| Essential criteria | Criteria description | Assessed by |
|--------------------|---|-----------------------|
| E1 | Professional, office or administrative experience in a complex organisation. | Application/Interview |
| E2 | Experience to a good standard in the use of IT word processing, spreadsheets, presentation packages, databases, customer relation management systems. | Application/Interview |
| E3 | Experience of working in a public facing role. | Application/Interview |

Skills

| Essential criteria | Criteria description | Assessed by |
|--------------------|--|-----------------------|
| E4 | Ability to prioritise and manage workload effectively, under pressure and within tight schedules. | Application/Interview |
| E5 | Ability to work constructively across professional boundaries and sectors. | Application/Interview |
| E6 | Ability to work on own initiative without direct supervision. | Application/Interview |
| E7 | Ability to work in collaboration with, and on behalf of other public bodies including local authorities. | Application/Interview |
| E8 | Good verbal and written communication skills, with colleagues, service users and stakeholders. | Application/Interview |

| Essential criteria | Criteria description | Assessed by |
|--------------------|---|-----------------------|
| E9 | Ability to promote and raise awareness of the service to internal and external teams and organisations. | Application/Interview |
| E10 | Strong organisational skills to ensure there is a clear record of tasks and schedules. | Application/Interview |
| E11 | Excellent customer service skills. | Application/Interview |
| E12 | Ability to adhere to the Council's Dignity for All policy. | Application/Interview |

Special requirements of the post (delete if they do not apply)

| Essential criteria | Criteria description | Assessed by |
|--------------------|---|-----------------------|
| E13 | This role will require you to obtain a Basic satisfactory clearance from the Disclosure and Barring Service | Application/Interview |
| E14 | This role will require occasional evening and weekend working | Application |

Our accreditations

Our accreditations include: the Healthy Workplace award; Timewise; London Living Wage Employer; Disability Confident Committed; The Mayor's Good Work Standard; Stonewall Diversity Champion; and Time to Change.

