



SOUTH EAST LONDON COMMUNITY ENERGY

Tel: 0204 506 6751
info@selce.org.uk
www.selce.org.uk

Office Manager/Administrator

- £26,412 Full time
- Fixed term contract for 6 months from Jan until June (with likelihood of extension and transformation into a permanent position dependent on funding)
- Based in SE London

To apply sent a completed application form and a CV to katherin@selce.org.uk Early applications are encouraged. We will assess applications as soon they come in and arrange interviews with selected candidates following their application. We will not accept any further applications after midnight 8th January.

South East London Community Energy help individuals, businesses and community organisations to navigate the transition to clean energy, and make sure that no one gets left behind on that journey. We are recruiting an Office Manager/Administrator to support our creative, award-winning work addressing climate change and fuel poverty in practical, tangible ways.

We have multiple workstreams: we support vulnerable residents to reduce their energy costs, schools to access solar and LED lighting retrofit, and businesses to understand their pathway to net zero. Over the coming months we will be supporting our local authority to distribute cost-of-living payments to vulnerable residents. Each workstream is led by one of our managers and delivered by our staff. Administrative tasks tend to be shared out amongst the team. However, as our work grows, this approach is no longer tenable. We are recruiting an experienced administrator and office manager to bring some systems thinking to our work. You will be an excellent systems-thinker: able to maintain good systems and design new ones where there are inefficiencies. You will be experienced in administration or office management who takes a thorough and systematic approach. You will also have excellent customer service skills who is empathetic and able to communicate with ethnically and culturally diverse clients who are often extremely vulnerable. Ideally you will understand the energy sector or have been involved in environmental work or volunteering. You will share our values and be excited by the challenge of transforming the energy system from the grassroots. Ideally, you will also be prepared to gain a qualification in energy advice to better support our energy advice work in the long-term.

As Office Manager/Administrator initially you will support our work with consultants developing a CRM system. From that point onward, your role will be more strategic, and your work will focus on improving systems. You will work to develop our HR, appointment booking, book-keeping systems. purchase order and expenses systems.

THE ROLE OF OFFICE MANAGER/ADMINISTRATOR

South East London Community Energy, The Forum at Greenwich, Trafalgar Road, London, SE10 9EQ, Registered Society 41317R

ENERGY ADVICE

- Book home visits
- Map home visit journeys for advisors
- Send energy saving measures through post
- Manage stock of energy efficiency measures
- Delivering energy advice

FUTURE FIT HOMES

- Monitor the group email and respond to simple enquiries, or direct complicated enquiries to the project manager
- Answer telephone queries from clients
- Book appointments with clients and assign staff to jobs
- Invoice clients and download settlement reports for the accounts volunteer

FINANCE

- Monitor stocks of energy saving measures and purchase new measures
- Support book-keeping processes
- Take charge of purchasing across various workstreams
- Monitor petty cash processes

HR

- Every month provide information to our payroll company about hours worked
- Monitor our lone working system
- Contribute to recruitment processes
- Contribute to a new staff handbook
- Manage any new volunteers or trainees
- Ensure staff adhere to health and safety policies

IT

- Ensure the phone/ call group processes are set up correctly
- Manage our Microsoft Office set up for new staff (training to be provided)
- Order new equipment such as tech, furniture, and stationary
- Monitor general emails and social media accounts for enquiries

PERSON SPECIFICATION

Essential

- Experience of an office management or administration
- Experience of book-keeping or financial management
- A good knowledge of Microsoft Office and Teams
- Experience and skill in using Microsoft Excell or Google sheets for financial management
- Excellent customer service skills
- Ability to manage multiple work streams
- Good written communication skills
- A can-do attitude and proven ability to work independently and in a team

Desirable

- An interest in environment or energy and experience of voluntary or paid work in an environmental contact
- Experience of working in partnership with either community sector organizations or councils or both
- Experience in managing volunteers and supporting their learning
- Experience of assessing and managing risk and of safeguarding
- The ability to speak another language apart from English spoken in the community
- A full clean UK Driving License

ABOUT SELCE

South East London Community Energy works is an award-winning SE London based organisation that exists to promote low carbon just solutions to both climate crises and energy inequalities. Selce promotes community financed renewables, supports residents to increase the energy efficiency of their homes and provides advice and referrals for vulnerable residents at risk of fuel poverty.