

## Business Support Officer



### Objectives of Post:

To manage efficient administration of THAW Orkney through a wide variety of tasks and ensure best practices are followed.

### You are:

- An empathetic and personable individual who can ensure staff adhere to deadlines & accepted processes
- An experienced administrator, competent with Office 365 and ideally accounting software
- Experienced in management of facilities as well as financial, IT and other administrative systems.
- Able to prioritise tasks and co-develop effective administrative systems for use by the team.
- Extremely well organized, with an eye for detail and the ability to develop and manage a wide variety of numerical and written information.

### Reporting to:

- THAW board
- Senior management team

### Responsibilities:

- Oversee all administrative processes including supporting Energy Support Officers (ESOs) and Energy Support Advisors (ESAs) with case onboarding, basic signposting and process auditing.
- Manage Energy Support Officers (ESOs)
- Maintenance of financial books and records, including updating Liberty and other accounting systems, processing invoices and managing payments, under the direction of THAW's treasurer
- Management of office, including coordination of staff office hours, annual leave, payroll, facilities maintenance and cleaning duties.
- Compliance with relevant legislation, in particular PVG, GDPR, Health and Safety, Fire Safety, First Aid, CoSHH, including managing data and maintaining risk assessments as required.
- To develop and maintain effective systems and procedures to assist clients and enable THAW service and team members to operate smoothly, including administrating registers, records, IT systems, the THAW website and social media.
- To undertake day-to-day tasks and activities to ensure coherent and consistent service provision, including processing vouchers and contacting energy suppliers
- To provide secretariat for meetings, where required
- In conjunction with the Innovation and Development Lead and Treasurer to manage administration of funding requirements, including submission of data and reports
- In conjunction with the board and senior management team to ensure THAW is meeting contract requirements and targets set
- In conjunction with the Board, ESA Team Lead and Innovation and Development Lead to prepare verbal and written reports for the Trustee Board/Partners as required
- In conjunction with the Treasurer and senior team to ensure THAW is operating within the

budgets set by the Trustee Board, raising any variances as soon as identified

### **Key Tasks:**

#### Office Management

- To ensure that all staff comply with office procedures and protocols in relation to: Child and Adult Protection, Health and Safety, Security, Fire and First Aid Regulations and requirements.
- To ensure all office cleaning undertaken and any repairs reported to Landlord are undertaken in a timely manner
- To coordinate staff office hours to ensure continuity of service provision

#### Finance

- Financial data input into Liberty as required, with all transactions posted each month and the bank account reconciled within one week of the month end
- Prepare, follow up and process invoices within 3 working days of receipt
- Maintaining records of Cosy Home Pack stock and counting stock at least once per year and reconciling to book stock
- Maintaining records of vouchers issued and presented by clients, updated at least weekly
- Produce financial reports

#### Administration

- First point of contact for the main phone, email account and visitors to the THAW office.
- Develop and maintain all THAW office systems and procedures, with support from other staff
- Maintain staff records, timesheets and leave requests
- Submit payroll and expenses for payment
- Arrange meetings and events
- Secretariat to THAW Trustee Board, other groups, committees and meetings when necessary
- Follow up correspondence and enquiries for ESAs as required
- Process electricity vouchers and contact energy suppliers as required
- Update and maintain THAW's website and social media content
- Create and maintain client records and voucher spreadsheets on Advice Pro, Office 365 and other relevant digital platforms
- Produce reports and data required by Senior management, Board, team or funders
- Act as liaison point for communication with external partners, including funders

### **Other duties:**

- Attend staff team meetings and training events
- Attend meetings/events as required to promote the service
- Contribute towards the development and production of promotional materials
- Other duties consistent with the post as may be required by senior management

### **Specific Conditions of Post:**

- Undertake job-related training including outwith Orkney as necessary
- Occasional out of hours working if required for meetings and/or appointments
- Compliance with THAW's policies and procedures

**Remuneration:**

- See contract

**Working Conditions:**Full Time (Part Time)

- Hours of Work: 35 hours per week (as contracted), Monday - Friday, 9.00am – 5.00pm (with 1 hour's lunch break) or as agreed
- Annual Leave: 35 days per year (Pro rata)
- Base of Work: THAW office, Kirkwall (with flexible remote working available)
- Time off in Lieu: No overtime payments are available with this post;  
A Time off in Lieu (TOIL) system operates
- Travel and Subsistence allowances are paid in accordance with THAW policy

## Person Specification: Energy Support Officer

Please explain how you meet the following criteria in your job application:		
	Essential	Desirable
<b>Qualifications / Experience</b>		
Office Working Environments and systems	<input checked="" type="checkbox"/>	
High level of numeracy and literacy	<input checked="" type="checkbox"/>	
Successful experience of working in a client focused organisation	<input checked="" type="checkbox"/>	
Successful experience of liaising at all levels, both with clients and senior organisational staff		<input checked="" type="checkbox"/>
<b>Well Developed Skills in</b>		
Organisational and administrative practices	<input checked="" type="checkbox"/>	
Verbal and written communication	<input checked="" type="checkbox"/>	
Professional customer engagement	<input checked="" type="checkbox"/>	
Working with vulnerable individuals / communities		<input checked="" type="checkbox"/>
The Microsoft Office software package (ie word, excel and email)	<input checked="" type="checkbox"/>	
Being a collaborative team member	<input checked="" type="checkbox"/>	
<b>Knowledge of</b>		
Debt / low income / fuel poverty and affordable warmth issues		<input checked="" type="checkbox"/>
Project development		<input checked="" type="checkbox"/>
Working in remote and rural communities		<input checked="" type="checkbox"/>
<b>Personal attributes</b>		
A self-starter, enthusiastic and positive	<input checked="" type="checkbox"/>	
High personal standards	<input checked="" type="checkbox"/>	
Empathetic nature	<input checked="" type="checkbox"/>	
High standard of client centred service provision		<input checked="" type="checkbox"/>
Problem solving attitude	<input checked="" type="checkbox"/>	