



*Gweithredu dros Gartrefi Cynnes
Action for Warm Homes*

Business Support Officer

BACKGROUND INFORMATION ABOUT NEA

(i) NEA – the national energy action charity

National Energy Action (NEA) is a large national charity whose work to improve and promote energy efficiency brings social, environmental, housing and employment benefits. Working in partnership with central and local government, fuel utilities, housing providers, consumer groups and voluntary organisations, NEA aims to eradicate fuel poverty and secure greater investment in energy efficiency to help those who are poor and vulnerable. It currently employs around 70 people, with the majority of staff based at the national Headquarters in Newcastle upon Tyne and others based at regional and project offices across the UK.

NEA achieves its objectives through:

- * research and analysis into the causes and extent of fuel poverty and the development of policies which address the problem;
- * providing advice and guidance on good practice in delivering energy efficiency services to low-income customers;
- * developing national qualifications and managing their implementation to improve standards of training, practical work and the quality of energy advice;
- * campaigning to ensure social and environmental objectives are brought together under national energy efficiency programmes;
- * developing and managing demonstration projects in communities which show innovative ways of tackling fuel poverty and bring the wider benefits of energy efficiency to local communities.

NEA has a clear national identity and profile and has been in existence for almost 40 years. Please visit our website at www.nea.org.uk to find out more about our work.

(ii) NEA's Structure

NEA comprises of six key Directorates; the Chief Executive's Directorate; two Directorates of Operations (Skills, Standards & Delivery Mechanisms and Community Engagement & Demonstration); Directorate of Policy and Research; Directorate of Support Services headed by the Programme Director/Deputy Chief Executive; and NEA Northern Ireland. The charity's head office is in Newcastle upon Tyne.

(iii) The post of Business Support Officer

NEA is seeking a Business Support Officer to work alongside the staff based in our Cardiff Office. The successful applicant will be responsible for providing an effective and professional administrative support service to the NEA Cymru team. The Business Support Officer will be line managed by the Head, NEA Cymru.

Salary:	The salary range is £19,945-£24,313 (Scale 4-5, Points 7-17). The salary will be pro-rated for 22.5 hours per week (ie for 22.5 hours the annual salary is £12,128 to £14,784).
Hours of work:	22.5 hours per week. Applicants must be willing to occasionally work away from home if required. In the event of work undertaken on evenings or weekends, and which may involve travel away from the office, time off in lieu of payment is given.
Holidays:	Full-time = 25 days, plus 3 additional days in the Christmas/New year period, plus all public holidays. (pro-rata for 22.5 hours a week the holiday entitlement is 15.5 days per year.)
Pensions and other benefits:	NEA offers a money-purchase, non-contributory pension scheme, and 11½% Basic Salary will be paid by NEA into the pension. NEA also offers a death-in-service benefit scheme which is payable up to state pension age.
NEA Head Office:	NEA, West One, Forth Banks, Newcastle upon-Tyne, NE1 3PA
Location:	This post is based at NEA Cymru, Room 4E, 1 Cathedral Road, Cardiff CF11 9HA
Smoking:	NEA has a firm “No Smoking” policy.

Interviews will be held in Cardiff and the shortlisted candidates will be provided with the interview date.

Applications should be submitted on an NEA application form (attached) and be accompanied by a letter outlining why the applicant is interested in the post, their

qualifications and experience which they feel are appropriate and any other relevant information. Applications by CV will **not** be accepted.

The **closing date** for applications is **5.00pm** on **Monday 6 April 2020** and they should be sent to **tracy.norris@NEA.org.uk**.

NEA aims to be an equal opportunities employer. We welcome applications from all people who have the necessary skills and experience for the post.

Business Support Officer

Job Description

Post: Business Support Officer

Responsible to: Head, NEA Cymru

Responsibilities:

Main Duties and responsibilities

1. To provide lead administrative support in one or more of the following areas and provide cover in other areas as required:
 - a. Co-ordinate travel and accommodation arrangements
 - b. Maintain NEA's quality assurance, ISO9001 status including the collation and distribution of training course packs and other documentation necessary to deliver NEA's training programme in Wales
 - c. Maintaining an up-to-date database and hard-copy filing system of examination records in accordance with examination procedure guidelines including Training & Examination administration including the handling of general external training enquiries in the absence of the Training Co-ordinator
 - d. Human Relations administration including assisting in administering the staff development needs identified by NEA Management including, booking and recording processes
 - e. Risk management administration
 - f. To assist in the successful delivery of work programme and other project events, including the identification, selection and booking of venues and facilities, dealing with bookings and enquiries from participants, and liaison with chairs and speakers
 - g. To maintain the NEA contacts database and to ensure that it is up to date through co-ordinating the contributions of data handlers in each Directorate
 - h. Assist in maintaining NEA office facilities and systems for security, communications, office equipment and supplies, storage and purchasing of travel and accommodation
 - i. Assist in ensuring that NEA's office facilities requirements are met within the budgets provided, and that proper Health and Safety standards are maintained
 - j. Undertake systems back up routines and field calls to IT support providers
 - k. Maintain a log of publications and resources.
2. To provide a support service, including dealing with general enquiries and requests for information.

3. Provide secretarial services, taking messages, making appointments, maintaining diaries, preparing papers for meetings and general filing as required.
4. To provide assistance in delivering NEA's work programme including helping to develop and maintain engagement with community and other organisations based in Wales to promote training courses, events, and workshops and help collate case studies to provide evidence of the impacts of the work programme including its outputs and outcomes.
5. Ensure NEA's compliance with its policies on QA, HR, Data Protection, IT and Internet usage, records retention, and management of risks.
6. To fulfil general clerical duties including photocopying, filing, collation of reports and mailings.
7. To assist with reception duties for the organisation including:
 - a. To answer telephone calls to NEA Cymru, direct them to the relevant staff member(s) and take messages as required.
 - b. To ensure that visitors to the office are welcomed, signed into the office attendance list, and the relevant member of staff informed of their arrival.
 - c. To handle bookings for meeting rooms and car parking spaces.
 - d. To handle incoming and outgoing post and the collection and arrival of parcels, publications and other materials.
 - e. To ensure that the organisation's answer-phone is activated at night or turned off in the morning and that messages left on it are distributed to the appropriate member of staff.
8. Other responsibilities as may be agreed from time-to-time.

Business Support Officer Person Specification

Candidates should be able to demonstrate that they meet the following requirements:

Essential Requirements

- Experience of working in an office environment with effective organisational and administrative skills
- Able to work under own initiative and as part of a team
- Experience of supporting staff at a senior level
- Experience in undertaking complex and diverse administrative tasks
- IT literate with the ability to use a range of Microsoft products including Word, Excel and PowerPoint
- Ability to devise effective filing systems and to accurately record and store information
- Educated to GCSE level or equivalent, including English and Maths
- Ability to communicate clearly with a diverse range of external stakeholders
- Good oral and written communication skills
- Able to maintain confidentiality
- Ability to prioritise work responsibilities and support other team members
- Able to meet deadlines in a pressured environment
- Commitment to the aims and objectives of NEA and to the eradication of fuel poverty

Desirable Requirements

- Qualified to level 3 in Business Administration
- Knowledge and skills in desktop publishing, database and project management packages
- Understand the support needs of a complex organisation.
- A good level of competency in spoken and write in Welsh.