



Job Application Pack: Administrator

Reference Number: 035RZAD

Issue Date: 05/03/2010

Applications and enquiries to:

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The Environmental Skills Network, are currently looking for an experienced office administrator with an eye for detail and a methodical administrative approach to support the team. Knowledge and experience of working within the European Funding framework would be beneficial, and office administration experience essential. The successful candidate will be pivotal in ensuring all client paperwork is dealt with in a timely, efficient and ordered manner - the lynch pin to the ESN team!

An element of this role will include meeting the administrative needs of the ESN Project Director. As a key member of the team you will be super organised and articulate with a methodical approach and the ability to adapt to the varying demands of the business. The ability to work to tight deadlines and prioritise your work will be essential.

Your role will focus on the administration functions of the office, assisting the Directors and supporting the team as whole.

JOB DESCRIPTION

Job Title Administrator

Grade / salary: £14,000 to £16,000 Starting salary depending on skills and experience.

Benefits

- 25 days annual leave plus bank holidays
- Invitation to company pension scheme following successful probation period.
- Staff discount on many products from our retail outlet.

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Applications closing date 25th March 2010

Location: Bodmin

Working hours: 37.5 hours a week

Working Patterns: Monday to Friday

Contract Term: Fixed until end June 2011
(Possibility of contract extension, dependant on a number of factors)

Responsible to: Programme Manager

Responsible for: Maintaining, improving and developing the administrative functions of ESN and administrative support of the Directors.

Key tasks will include:

- Dealing with initial enquiries both phone and via email for all ESN enquiries.
- Liaising with clients on behalf of ReZolve, on the phone, via email and in person.
- Ensuring the correct collation of all client paperwork in accordance with guidelines
- Compiling and preparing reports and presentations.
- Maintaining effective and robust management information systems
- Supporting recruitment of businesses onto government environmental programmes and private consultancy.
- Administrative support of the ESN team
- Make travel arrangements and assisting with diary coordination.
- Updating project websites
- Embedding an environmental ethos into all management information systems as appropriate.
- General administrative office support, (dealing with phone enquiries, post, filing etc)
- Other tasks deemed suitable by the company in line with this level position

- **Person Specification**

Please note that a condition of employment for this position will be a satisfactory enhanced CRB (Criminal Records Bureau) check.

	Essentials	Desirables
Qualifications:	<ul style="list-style-type: none"> • GCSE (or equivalent) grade C or above in English and Maths. 	<ul style="list-style-type: none"> • NVQ Level 3 or above in administrative discipline • Science / environmental qualifications
Knowledge and Skills:	<ul style="list-style-type: none"> • Excellent written and verbal communication • Proficiency in all MS Office applications (word, excel, outlook, powerpoint) • Excellent administrative skills (filing, data entry, reporting) • Ability to understand and work to audit standards and requirements • Ability to manage own workload, and maintain high standards in a busy environment. • Excellent customer service skills and approach to client confidentiality. 	<ul style="list-style-type: none"> • Knowledge of the third sector • Understanding of the training and skills sector • Understanding of company and employer engagement • Ability to update and manage websites
Experience	<ul style="list-style-type: none"> • Working in a busy office environment 	<ul style="list-style-type: none"> • Experience on working on European Funded Programs • Experience of preparing and checking files ready for

		<p>audit</p> <ul style="list-style-type: none">• Experience of handling data on training and qualifications
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Competencies:

- ***Initiative***

The ability to take appropriate action without having to be instructed, but taking advice where necessary.

- ***Supporting others***

The ability to work closely with colleagues, responding positively to direct requests, anticipating work levels, assisting line management to deliver work on time and to a high level.

- ***Planning***

The ability to plan and deliver work effectively in accordance with project timetables and work programmes.

- ***Communication***

Personable yet professional at all times. The ability to deal with people at all levels and with varying issues. A good telephone manner.

- ***Time management***

The ability to manage a varied and full workload with competing priorities.

Any other reasonable duties as may be assigned that is consistent with the nature of the job and its level of responsibility also forms part of this job description. This job description is not prescriptive; it merely outlines the key tasks and responsibilities of the post. The key tasks and responsibilities are subject to change. Any changes will be made in consultation with the post holder.

ReZolve Kernow Vision

ReZolve Kernow is a not for profit organisation set up in 1997 to develop innovative projects that contribute to sustainability by reducing, reusing and recycling Cornwall’s waste. We recognise that waste is a valuable resource but also an energy issue which directly contributes to climate change. Through our work we therefore attempt to help businesses, communities and individuals reduce their carbon footprint by tackling waste and material resource use. Our aim is to:

“Maximise resource efficiency in Cornwall and beyond, leading the way towards ‘Zero Waste’ and long term sustainability”

In trying to achieve this we recognise the contribution people and communities make to our aims. We therefore strive to engage the community in a number of ways:

- By employing local people
- By increasing awareness of environmental issues in our communities
- By offering training and volunteering opportunities to help people back into work that also support our waste activities
- By supporting disadvantaged families by providing advice and support, low cost refurbished and reused products and access to more sustainable lifestyles
- By working with communities and partners to create sustainable social enterprises that promote resource efficiency

We believe Cornwall’s economy and environment are intrinsically linked and everything we do should contribute to a sustainable economy through the adoption of a social enterprise model where sustainability is at the centre.

ReZolve Kernow currently manages a range of projects which address the company’s aims.



A furniture and appliance reuse centre that reuses unwanted items simultaneously providing local people with opportunities to gain new skills and experience through volunteering and training programmes. Sales of affordable furniture and appliances contribute to the local economy and the longer term sustainability of the project.



CornishRealNappyProject

The Cornish Real Nappy Project promotes the use of washable or real nappies; it aims to raise awareness of the benefits, types and modern styles as well as provide independent information on how to use and where to buy. The project addresses disadvantage, reduces waste to landfill and raises awareness of wider environmental issues. CRNP delivers its services through a committed volunteer network who provide unique access to our support services.



Go Real, the Real Nappy Information Service exists to promote the use of washable or reusable nappies; it aims to raise awareness of the benefits, types, modern styles, and how to use; advocating a range of advice and choices. Go Real is eager to promote well informed, independent choices and accepts the family’s, parent’s and carers’ right to choose a nappy system, level of use and care that best fits their individual situation and circumstances.



Working with Environment Kernow, Community Energy Plus and the Cornwall Learning Partnership, we are coordinating an LSC funded project to address skill shortages in the Environmental Technology sector whilst providing an online network, resources and support service.



ReZolve Skills is a unique training provider delivering services to hard to reach groups, communities and businesses. Through the RE:SOURCE centre and other ReZolve Kernow projects ReZolve Skills provides many work based training and volunteering opportunities to help individuals back into work. Bespoke courses are also being developed through our Open College Network status which will allow clients to get nationally recognised qualifications.