

Sub-contractor Team Administrator



Do you want to be part of a team that help tackle fuel poverty, reduce carbon emissions, and support sustainable local economic development in communities across Scotland?

We are a values driven culture looking for a reliable, efficient, and pro-active individual to support the day-to-day operational delivery and performance within the Sub-contractor Team at Warmworks!

What might a day in this role look like?

Duties that will be carried out in a typical day will include:

- Upload/download documents on to/from the database as required
- Update the customer database platform with the actions you have taken
- Distribute workload from the work queues
- Monitoring emails from our designated mailboxes both internally and externally to the business
- Allocating work to our supply chain
- Processing various requests for additional information (e.g., asbestos sample/removal and scaffolding requests, Planning Permission notifications etc.) Review reporting to ensure it is accurate and raise any queries as appropriate
- Daily refresh and distribution of electronic reports
- General housekeeping and maintaining of electronic folders and files
- Production of Microsoft PowerPoint presentation slide decks
- Other reasonable administrative duties as required by the Sub-Contractor Manager

What will you bring to the role?

Key skills you may have include:

- Qualified to a good academic standard
- Preferably have experience in general administration duties
- Understand Microsoft Office Software
- Excellent oral and written communication skills
- A team player
- Knowledge of the Warmworks business and the markets in which it operates
- Enthusiastic and interested in helping people

What will you get in return?

- Competitive Salary
- 25 days annual leave plus bank holidays
- Employee perk subscription
- Social Events to celebrate our achievements
- Experience building - Access to SVQ courses
- An additional holiday for birthday

Full Time - Monday – Friday (37 hours per week)
Up to £22,500 per annum (depending on skills and experience)
Apply – Please email your CV to – recruitment@warmworks.co.uk
Location – Warmworks, 1 Carmichael Place, Edinburgh, EH6 5PH



Job Information Pack

This pack contains the following information:

- Job details
- The application process
- Contact details
- Information about Warmworks
- Information about the team the job is based with
- Job description
- Person Specification

Job details	
Job title	Sub-Contractor Team Administrator
Job reference	WW-OT-SCA
Contract details	Full-time
Location	Edinburgh

The application process	
Application deadline	Apply now – applications will be assessed as they are received and interviews for shortlisted applicants will be arranged as soon as possible
Interview date	TBC
Interview location	Edinburgh / online via Teams
Interview format and length	Panel interview lasting no more than 1 hour

Contact details	
Completed application forms for this job	recruitment@warmworks.co.uk or Recruitment Warmworks 1 Carmichael Place Edinburgh EH6 5PH
For an informal discussion about this job	daniel.atkinson@warmworks.co.uk

About Warmworks

Warmworks, formed in 2015, is a joint venture partnership between Energy Saving Trust, Changeworks and Everwarm.

Warmworks is committed to tackling fuel poverty, increasing the energy efficiency of the homes and communities in which we work and consistently delivering a first-class service to the households and families that we support.

Since 2015, Warmworks has been the Managing Agent of the Scottish Government's national fuel poverty scheme, Warmer Homes Scotland and has recently started work on a range of new contracts and initiatives across the country.

Warmworks has already helped more than 25,000 homes across Scotland to become warmer, healthier and more energy efficient and is seeking to play a key role in the long-term drive to reduce carbon emissions and increase the availability of affordable, sustainable energy for all.

About the Team

Introduction and context

Warmworks was established to tackle fuel poverty, reduce carbon emissions and support sustainable local economic development in communities across the country.

Team aims

We deliver the best possible help to people in Scotland who are struggling to keep their homes warm and pay their energy bills; installing measures such as insulation, efficient heating and renewable technologies to make homes more energy efficient and delivering sustainable cost savings in the long term.

Team activities

Since the business was launched in September 2015, Warmworks has provided a high-quality end to end service, from initial referral through to assessment and the installation of measures, along with appropriate aftercare and support for thousands of households. Warmworks employs direct staff to handle in-home assessments and quality inspections, call handling and customer service, operational finance and the management of a supply chain across the country.

Job Description	
Job title	Sub-Contractor Team Administrator
Job reference	WW-OT-SCA
Salary and grade	Up to £22,500 per annum (depending on skills and experience)
Location of job	Edinburgh (Flexible)
Hours and terms	37 hours per week
Holiday terms	25 days' annual leave, plus 9 public holidays

General terms and conditions
<ul style="list-style-type: none"> • There are no overtime payments for this post. • You may need to undergo a Disclosure Scotland check depending on the requirements of the post. Depending on the nature of any convictions that may be disclosed, Warmworks reserves the right to terminate employment with or without notice. • All of the responsibilities outlined below will be reviewed and modified as necessary through consultation with line managers.

Responsible to	Sub-Contractor Manager
Responsible for	-

Purpose of the job	<p>Providing effective administrative support to the Sub-contractor Team that will support operational delivery and performance.</p> <p>Responsible for completion of administration tasks to support operational performance and delivery within the Sub-contractor Team</p>
Main objectives and goals	<ol style="list-style-type: none"> 1. Responsibility of electronic work queue tasks 2. Respond to a variety of email box queries 3. Support Team Coordinators in a range of administrative reporting duties and tasks 4. Distribution of work reports as required

1. Responsibility of electronic work queue tasks
<ul style="list-style-type: none"> • Responsibility of work queues daily including extracting the information and actioning as required • Update the customer database platform with the actions you have taken • Upload/download documents on to/from the database as required • Distribute workload from the work queues

2. Respond to variety of email queries
<p>Identified as first point of contact to these designate mailboxes both internally and external to the business</p> <ul style="list-style-type: none"> • Review, action and disseminate the mail enquiries as required

- Escalate enquiries to your manager as required

3. Support Team Coordinators in a range of administrative reporting duties and tasks

- Responsible for allocations to supply chain
- General housekeeping and maintaining of electronic folders and files
- Production of Microsoft PowerPoint presentation slide decks
- Support arrangements for internal, external, and other stakeholder meetings/Forums
- Monthly/weekly specific data cleanse requirements of customer database platform

4. Distribution of work reports as required

- Daily refresh and distribution of electronic reports
- Processing various requests for additional information (e.g. asbestos sample/removal and scaffolding requests, Planning Permission notifications etc.) Review reporting to ensure it is accurate and raise any queries as appropriate

Other reasonable administrative duties as required

- Other reasonable administrative duties as required by the Sub-Contractor Manager

h

Person specification		
Please explain how you meet the following criteria in your job application		
	Essential	Desirable
Qualifications		
Qualified to a good academic standard	✓	
Experience		
Experience in a role providing support to both internal & external partners and supply chain members		✓
General administration duties	✓	
Worked with Microsoft Office Software		✓
Skills		
Excellent oral and written communication skills and ability to communicate with a broad range of people	✓	
Excellent organisational skills and attention to detail		✓
Knowledge of the Warmworks business and the markets in which it operates		✓
Proven relationship builder		✓
Ability to work autonomously		✓
Personal qualities and attributes		
A team player	✓	
Enthusiastic and interested in helping people	✓	

Staff Expectations of Management Experience
<p>The post holder should expect and be open to</p> <ul style="list-style-type: none"> • Effective leadership • A positive, honest and enthusiastic working environment • Being supported and empowered to effectively achieve objectives and goals within your role • To be treated fairly and with respect • To be provided with appropriate training to ensure ability to effectively carry out your role • Regular and appropriate feedback through one-to-one meetings and annual review and associated processes • Having the opportunity to feedback to manager regularly and through the annual review process • Adhering to all appropriate Warmworks policies to ensure consistency and fairness and health and safety of you and your colleagues

Complexity

The post holder must be able to:

- Adhere and advocate the Warmworks values and competencies
- Demonstrate flexibility and versatility

Creativity

The post holder will be required to:

- Use their own initiative to find solutions to challenging situations, focusing on the best outcome for customers

Special conditions

-