

Green Rose Job Description

Date Created: January 2025



Job Title	Administrator
Reports To	Director
Job Location	Lancaster Sustainability Hub (1-7 Marketgate, Lancaster, LA1 1JF),
Working hours and Remuneration	<p>An average of 22.5 hours per week, split across Monday-Friday. Exact days and times are negotiable – applications are welcome from those returning to work and term-time hours can be considered.</p> <p>Salary is £25,000 a year pro rata plus 5% pension contribution.</p> <p>The post is fixed term for 12 months. Additional funding will be sought to maintain the role as part of Green Rose’s long-term staffing plan and we are hopeful that a contract extension can be confirmed later in 2025.</p>
Introduction to the Role	<p>Green Rose provides advice, support and training for Lancashire residents and organisations on all matters related to making homes more sustainable, reducing their energy use and helping households to stay warm and well. Our services are delivered through a range of different channels: digitally, over the phone, in people’s homes and from our Sustainability Hub in the centre of Lancaster.</p> <p>Our new Administrator will be at the forefront of coordinating our team’s activities, including dealing with enquiries over the phone and by email, processing financial transactions, managing our records and helping to ensure our frontline staff have everything they need to thrive at their jobs.</p> <p>The Administrator will also help to staff our Sustainability Hub, being a first point of contact for the business from members of the public and local organisations. The postholder will coordinate the rota of Green Rose volunteers, ensuring they understand their responsibilities and helping to create a positive working environment for them at the Hub. The Administrator will also be asked to help arrange the logistics for in-person advice events around the county.</p> <p>Our growing team of sustainability experts are a friendly and enthusiastic group and we are hoping to employ someone with similar energy who is keen to help create a more sustainable county.</p>
Key tasks	<p>Front Desk Staffing: of the Lancaster Sustainability Hub - greeting visitors, working alongside staff from multiple agencies, offering basic advice and referring customers to other team member and other agencies</p> <p>Enquiries: Answering the main Green Rose telephone line and email addresses, providing basic information and forwarding messages for other team members</p>

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	<p>General administration: Undertaking administrative tasks for the organisation – maintaining electronic and paper-based records, completing necessary applications and renewals, highlighting issues to the directors</p> <p>Financial Administration: using Quickbooks software to categorise spending, reconcile payments and invoice customers (training can be provided)</p> <p>Event coordination: including booking venues, catering, speakers, etc, ensuring that Green Rose staff have everything they need to run fantastic in-person advice events</p> <p>Volunteers: coordinating the activity of volunteers at the Hub – assigning them basic tasks, maintaining a rota, staying in touch</p> <p>Compliance: ensuring the organisation maintains up to date policies and procedures</p> <p>Ordering supplies: securing good value, ensuring delivery and correct invoicing</p>
Working Relationships	The role will involve a close working relationship with the Green Rose staff and directors, local authority officers, installers and frontline staff at partner agencies.
Essential skills, experience, and attributes	<ol style="list-style-type: none">1. At least two years experience in providing high quality customer service to members of the public2. Experience in the provision of administrative support within a complex organisation3. Strong capacity to work both alone and also cooperatively as part of a team4. Excellent written and verbal communication skills, with the ability to delegate basic tasks with confidence5. Comfortable with Microsoft office software, and competence in (or willingness to learn) Quickbooks and other software packages as required6. An interest in matters related to sustainability and home energy (no prior technical knowledge is required).