



# Administration Officer

## Job Description

## Contract of Employment

**Job Title:** Brae Rural Energy Hub Administration Officer

**Starting Salary:** £18,720 per annum (pro rata based on £31,200 FTE at 22.5 hours per week / £16 per hour)

**Work Pattern:** 22.5 hours (part time)

There may be scope to discuss alternative working arrangements.

The full-time equivalent to this role is 37.5 hours. To ensure the smooth operation of the Brae Rural Energy Hub, the Administration Officer may be asked to provide cover during the absence of the Senior Officer —for example, when they are attending meetings, on sick leave, or on annual leave. This may occasionally require part-time staff to adjust their working hours, which will be arranged and agreed on in advance where possible.

**Work base:** Brae Youth and Community Centre, Brae, Shetland with some local travel

**Reports to:** Senior Engagement and Development Officer for day-to-day management and operations, while ultimately contributing to the strategic priorities set by the Board of Directors.

## Main Duties

- Support the day-to-day operation, and continued growth of the Brae Rural Energy Hub and its services, helping to ensure it remains an accessible, welcoming, and valuable resource for the Shetland community. As services evolve and community needs change, this role will support the effective delivery and development of Hub activities.

- Support the administration and coordination of community enquiries by providing information, signposting to relevant services, and maintaining appropriate records.
- Support e-bike hire services by managing bookings, payments, customer enquiries, providing short bike inductions, carrying out basic bike maintenance and checks.
- Support co-working services and meeting room hires by managing bookings, payments and customer enquiries
- Monitor the on-site EV charger, liaising with the support team to resolve any issues reported by the public, use the online back-office system to collect usage data and process payments for electricity use, and respond to public enquiries
- Support the Senior Officer and the board with reporting and financial claims to funders, as well as budget monitoring
- Support the collection, recording, and organisation of data relating to Hub service usage and community engagement, including participant numbers, feedback, and outcomes, to help improve services and demonstrate impact.
- Develop and maintain strong relationships with the delivery partners, community groups and suppliers on behalf of the Brae Rural Energy Hub.
- Support promotion of the Hub and its services to encourage community participation and engagement. This includes assisting with social media content, advertisements, communications, and representing the Hub at local events.
- Support the Senior Officer in the planning and delivery of local projects, activities and events that encourage community participation and provide information and assistance to the public.
- Provide administrative support for monthly Board meetings, including taking minutes and assisting the Senior Officer and Chair with agenda and document circulation.

- Undertake relevant training required for the role to support effective delivery of Hub services and community engagement activities.
- Maintain accurate records, support general office administration, and undertake other duties appropriate to the effective operation of the Hub.
- This role reports to the Senior Officer for day-to-day management and operations, while ultimately contributing to the strategic priorities set by the Board of Directors.

| Area   | Essential  | Desirable  |
|--------|--|--|
| Skills | <ul style="list-style-type: none"> <li>• Experience in an administrative or office support role.</li> <li>• Experience dealing with enquiries and providing good customer/community support.</li> <li>• Experience in using IT systems – Microsoft Office, email, spreadsheets</li> <li>• Excellent written and verbal communication skills.</li> <li>• Strong organisational skills</li> <li>• Ability to work independently and as part of a small team.</li> <li>• Positive, flexible, and proactive approach to work.</li> </ul> | <ul style="list-style-type: none"> <li>• Facilities coordination/management</li> <li>• Payment handling / budget monitoring</li> <li>• Experience in energy and decarbonisation advice</li> <li>• Driving licence</li> </ul> |

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|------------------------------------|--|---|
| <p>Knowledge and Understanding</p> | <ul style="list-style-type: none"> <li>• Understanding of confidentiality, good customer service, and professional communication.</li> <li>• Ability to use initiative, solve problems, and adapt to changing priorities.</li> </ul>   | <ul style="list-style-type: none"> <li>• Knowledge of community development and local support services.</li> <li>• Understanding of sustainability, climate change, or energy issues.</li> <li>• Knowledge and understanding of local issues</li> </ul> |
| <p>Personal Attributes</p>         | <ul style="list-style-type: none"> <li>• Compassion and the ability to empathise with people's life experiences</li> <li>• A non-judgemental, positive attitude</li> <li>• High level of accuracy and attention to detail</li> <li>• Customer-focused with a helpful and supportive attitude.</li> </ul> | <ul style="list-style-type: none"> <li>• Ability to build relationships and support community participation.</li> </ul>   |
| <p>Qualifications</p>              | <ul style="list-style-type: none"> <li>• Two years' relevant work experience</li> </ul>  | <ul style="list-style-type: none"> <li>• Relevant qualification in administration, business support, community development, sustainability, or a related area.</li> </ul>   |

**Please note:** The post holder will be required to register with the Protecting Vulnerable Groups (PVG) scheme managed by Disclosure Scotland Place of Work.

## **Contract term:**

The role is for the delivery of a operational demonstration project that is grant funded and will be offered as a fixed term contract until 31 October 2028. However, a key aspect of the project will be to develop a successful business model for the Hub that will continue to generate income and raise funding long term.

## **Apply:**

Please apply by sending your CV and a supporting statement outlining how your skills, knowledge and experience make you a good fit for the position to [hello@braeruralenergyhub.com](mailto:hello@braeruralenergyhub.com)

**Application closing date:** Friday 10<sup>th</sup> July at 12pm