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Job Title	Vulnerability and Carbon Monoxide Administrator
Department	People and Customer Experience
Reports to	Vulnerability and Carbon Monoxide Manager
Grade	Grade 2
Purpose & Overview	Gas networks have received an allowance to spend in relation to Vulnerability and Carbon Monoxide Allowance (VCMA). This must be efficiently spent on projects which improve vulnerable customer access to energy (affordability and energy efficiency) and to raise awareness of carbon monoxide and safety of customers. In addition, specific activities are funded and reportable through baseline business-as-usual allowances. This role supports the delivery of VCMA and BAU activities ensuring the manager has good data for managing partnerships, external forums, annual reporting and showcase events.
Key Accountabilities	- Ensure every project has the required documents saved in a VCMA folder (contracts, project eligibility assessments) - Manage data returns from partnerships and operations which demonstrate outcomes for customers for the funding provided - Evaluate projects using tools such as Social Return on Investment (SROI), case studies and stakeholder views - Collate data on spend and outcomes producing monthly dashboards, Exec updates and annual Ofgem reporting - Support the annual GDN VCMA showcase event - Provide support to wider business support to help the communities we work in - Works closely with the Social Obligations, Customer and Stakeholder Engagement teams
Technical Know-How & Skills	- Knowledge of social factors and UK third sector organisations - Competent in Word, PowerPoint and Excel with good written skills / report writing - Knowledge of appropriate legislation, policy, procedures including GDPR - Excellent communication skills and organisational skills - A positive attitude and the ability to operate individually and as part of a team - Ability to adapt to unexpected and varied circumstances - Self-motivated and able to develop processes and well as follow existing processes