

Member Services Coordinator

Job Description & Person Specification

Background

Sharenergy is a co-operative which helps new renewable energy co-operatives across the country to set up and operate. We mainly work with medium scale wind, solar, hydro and biomass projects.

Sharenergy's Administration Service is a brand new offer for renewable energy co-operatives. The service aims to make it practical and affordable for communities to efficiently run their co-op for the life of their renewable energy project. For most this is an entirely new area and they recognise the need for expert support in order to manage this effectively and may struggle to meet their members' needs on a day-to-day basis, during office hours. Sharenergy is able to provide this professional service at an affordable cost for the first time to smaller renewable energy co-ops.

Job Description

The Member Services Co-ordinator will be responsible for delivering the Sharenergy Administration Service to renewable energy co-operatives across the UK who have subscribed to this service. The core of the role is that of bookkeeper to several small co-operatives.

The role is initially part-time at 2.5 days a week.

Principal responsibilities will be:

Bookkeeping

- Recording the day-to-day transactions of each co-operative, ensuring invoices are submitted and paid and keeping an accurate and up-to-date record
- Reconciling records with bank accounts
- Invoicing and paying invoices as required
- Paying share interest to co-operative members
- Submitting VAT and corporation tax returns and applications for Enterprise Investment Scheme tax relief
- Keeping up to date with changes in UK accounting and tax practice

New co-operatives setup

- Registration of co-operatives using the Sharenergy Model Rules
- Aiding co-operatives with set up of bank account and registration for VAT
- Setting up new account using an accounting software package.

Administration of share offers

- Sending out marketing material
- Registering applicants on the subscribers' database

- Paying in cheques and updating accounts
- Communication with share applicants
- Issuing share certificates

Ongoing administration of co-operatives

- Managing the member database and ensuring it is kept up to date
- Managing the co-operative's calendar and making sure that statutory and other deadlines are met
- Assisting Directors in the preparation of management accounts, annual accounts, the Annual Report and Annual General Meeting.

Client Liaison

The Member Services Co-ordinator will be the point of contact for members of the subscribed co-ops, during office hours. The person in this role will be trained to respond to members' queries regarding their shares and the operation of the co-operative, providing a friendly, professional and efficient service to members at all times. Training will be provided on co-op specific matters.

Aiding Development Team

There may occasionally be a requirement to aid the Sharenergy development team with other administrative tasks.

Person Specification

Essential:

- At least 5 years' bookkeeping experience
- Good working knowledge of UK company finance and tax practice
- Excellent working knowledge of computerised accountancy systems
- Experience of completing VAT and corporation tax returns
- Experience of preparing and filing annual accounts
- Meticulously well organised
- Capable of managing work load to meet variety of deadlines
- Capable of establishing new procedures and administrative systems where needed
- Friendly and professional manner for dealing with clients

Desirable:

- Ability to recognise or foresee issues and suggest solutions
- A recognised bookkeeping qualification (IAB, ICB, AAT)
- Personal interest or experience in renewable energy and/or co-operatives

A detailed understanding of co-operatives and renewable energy is not required for this post. However the post will offer the opportunity to be closely involved in and learn about the rapidly growing area of community co-ops and renewable energy.

Details

Location: The post holder will need to work from our office in central Shrewsbury, Shropshire

Hours: Part time, 2.5 days per week, to be worked within normal office hours but not necessarily in a continuous block.

Reporting Structure: The post will report to a single Director

Contract: The Member Services Co-ordinator will be employed on a permanent part-time contract

Salary: £18,000 p.a. pro rata

Holidays: 25 days plus statutory holidays (pro rata)

Notice Period: There is a 6 month probationary period during which notice period is 1 month on either side. After that a notice period of 3 months applies

Office and Equipment: Sharenergy will supply all necessary equipment

Closing Date: Closing dates for all applications is 17.00 on Friday 27th July 2012, please email a CV and covering letter to admin@sharenergy.coop.

Interviews: Will be held in August 2012

References: Will be requested and taken up on shortlisting