



Job Description

Job title:	Administrative Support
Responsible to:	Corporate Services Manager
Group(s):	Leadership
Activities:	Multiple activities across all Groups
Salary:	WCVA Grade A: £20,136 increasing to £21,650 per annum following successful completion of a six month probationary period.
Base:	<p>WCVA operates a hybrid and flexible working policy which means our people can work a proportion of their time at our offices or remotely (including at home). We are a pan Wales organisation with office hubs in Aberystwyth, Cardiff and Rhyl that staff can utilise. There will be a requirement to attend some specific staff events and work engagements at our offices.</p> <p>The postholder will be required to be in the One Canal Parade office for a fixed number of days per week/month.</p>
Annual Leave:	25 days per annum, plus bank holidays, plus five discretionary days
Travel:	Use of public transport is preferred; when this is not convenient staff may use their own vehicles or the car rental system. Mileage rates are paid in accordance with recommended Inland Revenue rates

- Hours:** 35 hours per week; flexibly.
- Superannuation:** The post will attract a contribution of 9% of annual salary to WCVA's approved pension scheme.
- Language skills:** Welsh language skills would be an asset to the post.

PURPOSE

As a member of the **Leadership Group**, your role provides quality administrative support across the organisation through effective planning and organisation. Administrative support could include arranging and/or taking minutes at meetings, assisting with events, assistance within teams when work pressures increase during peak times etc.

Work closely with the Corporate Services Manager and across the groups i.e., leadership, voice, invest, support, people, and systems; to ensure that support is provided in a strategic and fair way whilst helping with facilities and health and safety tasks.

MAIN DUTIES

- This role will be split between working directly within the Leadership group and across the remaining groups, ensuring there is always a presence in the Leadership group.
- Provide support across all WCVA's groups and activities, in accordance with a planned calendar.
- Provide unplanned support across all WCVA's groups and activities in cases of emergency.
- Assist the Corporate Services Manager with their duties as Company Secretary, this includes:
 - preparation of agendas and the co-ordination of papers for Board and subcommittees
 - planning travel arrangements and overnight accommodation for Board members
 - preparation of agendas and the co-ordination of papers for senior management team meetings
 - organisation of the annual governance meetings calendars
- Assist the Corporate Services Manager with the personal assistant duties of the CEO, which includes:
 - management of the CEO's diary and appointments
 - co-ordination and actioning of the CEO's correspondence e.g., emails, mail, meeting actions etc.
 - drafting and sending out all communications from the CEO

- CEO file management
- dealing with the CEO's general enquiries
- planning travel arrangement and overnight accommodation for the CEO and visitors
- Assist the Corporate Services Manager with facilities and health and safety tasks.

This is not an exhaustive list. The post holder may be asked to carry out additional duties from time to time or, as required, by the developing needs of the service or organisation.

PERSON SPECIFICATION

The following are *essential skills* (candidates who do not demonstrate how they meet the following skills will not be short listed)

1. Good working knowledge of Microsoft Office.
2. Experience of communicating clearly and effectively with the public and representatives from organisations, in person, virtually, by email and/or telephone.
3. The ability to work on own initiative, but also as part of a group.
4. Experience of arranging, providing administration for, and assisting at events, training courses or meetings.
5. Experience of planning and carrying out work to meet imposed and anticipated deadlines.
6. Excellent organisational and time management skills.
7. Ability to work alone, or in a group and respond flexibly to demands as they arise.
8. An empathy with, and knowledge of, the voluntary sector and the confidence to ensure that the needs and views of the voluntary sector are paramount and are not overlooked in any action, discussion etc.
9. Ability to operate in groups to deliver projects, including working across all groups within an organisation.
10. Experience of working in a customer-facing environment.
11. A commitment to promoting a culture where discrimination is eliminated and to provide an environment of equal opportunities where everyone recognises the positive contribution a diverse workforce and community can make

The following are *desirable skills* (these skills are preferable, and would enhance the application)

1. Welsh Language skills would be an asset to the post; the appointed candidate is expected to display an awareness of and support compliance with the Welsh Language Standards.