

JOB DESCRIPTION

Title: Kickstart – Junior General Administrator

Location:

1x Position at Afan Nedd Centre, Riverside Walk, Port Talbot, SA13 1PH

2x Positions at Unit 10, Cwmdu Industrial Estate, Carmarthen Road, Swansea, SA5 8JF

Hours: 25 to 35 hours per week (negotiable) – Monday to Friday

Salary: £11,583 to £16,216 Per Annum (£8.91 per hour)

Contract type: Fixed term – 6 Months from start date.

Start date: ASAP

DBS: This role is subject on a

Benefits:

- Free access to 24/7 Employee Assistance Program (includes counselling support, Financial Advice, Legal Advice etc)
- Flexible working.
- Competitive leave package
- Numerous training opportunities available.

About Age Cymru West Glamorgan

Age Cymru West Glamorgan is a local Charity promoting wellbeing, helping people to age well and live independently.

Age Cymru West Glamorgan Values:

Centred - We put older people at the heart of everything we do; ensuring our services are relevant and appropriate.

Adaptive - We see the individual, delivering person-centred, quality assured and outcome focused services.

Responsive – We listen, learn and take action based on feedback.

Efficient – Donations are a gift; we constantly strive for efficiency and effectiveness to make sure nothing is wasted.

*****Kickstart Role- You must have disused this with your job coach before applying*****

Main Purpose of the Post

Age Cymru West Glamorgan is a local charity, promoting wellbeing, helping people to age well and live independently. This Kickstarter role is designed to provide valuable work experience to the successful applicant.

This role will involve working directly with older people, supporting the wider work of Age Cymru West Glamorgan by providing administrative assistance. This will include answering our telephone calls, helping clients/their carers with queries, dealing with income and outgoing mail, scanning/printing, and a whole host of other duties. We will work with successful applicants to provide training and other opportunities to develop their experience based on their interests/career goals.

The right attitude is key for this role, with no previous experience necessary. If you have a good telephone manner, are patient, a team player and want to make a real difference to the lives of older people then this is the role for you.

The successful applicant will be given full training and supported through their time with us.

Key Responsibilities

1. To answer external telephone enquiries to the main telephone number including the central voicemail, recording on our CRM Software 'Charitylog' where relevant.
2. To assist in answering the enquiries email account and distributing those emails to the relevant person/service.
3. To assist in managing post in and out in accordance with the mail procedure.
4. To welcome visitors to the office, ensuring they sign in for fire purposes and alerting the relevant staff to their presence. (Covid Restrictions Apply)
5. To support in general office administrative duties when required and directed.
6. To report any problems with office administrative tools such as the photocopiers to the line manager and to take action as directed to resolve the issue.
7. To assist in monitoring stocks of basic admin resources such as paper and report to the Business Manager when stocks are low.
8. To assist with conducted weekly fire alarm checks and monthly emergency lighting checks.
9. Assist with the scanning, photocopying and letter sending needs of the services.
10. Assist Finance Manager as directed for example by banking monies in, taking payments and managing donations.

Please note this is a description of the duties of the post only and is subject to amendment at the discretion of the Chief Officer and Board of Trustees. These will be notified to you, giving you one month's notice in writing

“Committed to Equal Opportunities”

Person Specification

Requirements for the Safe and Effective Performance of the Role

Education Qualifications	<ul style="list-style-type: none">- Good standard of education to at least GCSE or NVQ equivalent and suitably qualified to undertake the tasks.- Willingness to undertake further training and development as deemed necessary.
Technical Competence	<ul style="list-style-type: none">- Confident in using IT systems such as Microsoft Office and willingness to learn.
Essential Skills & Abilities	<ul style="list-style-type: none">- Highly energetic / driven.- Good telephone manner- Organized- Patience and Understanding- Effective time management skills.- Ability to portray a professional image always.- Ability to respond positively to any changes in the working environment.- Ability to be flexible.- Ability to engage in meaningful social interactions.

Desirable Skills & Abilities

- Understanding of the needs of clients with disabilities
- Understanding of the changing needs of older people
- Excellent communication skills both verbally and in writing, along with the ability to adapt communication skills to all levels of staff, volunteers, and clients.
- Excellent interpersonal skills.
- Ability to operate effectively as part of a team
- Ability to speak Welsh is highly desirable.

<p>Commitment To Equal Opportunities</p>	<ul style="list-style-type: none"> - A commitment to an effective understanding of and compliance with the organisations Equal Opportunities and Anti-Discrimination Policies and Practices. - A commitment to ensuring that all activities function in accordance with the ACWG's commitment to all Equal Opportunities and Anti-Discrimination practices. - A commitment to understanding how such policies and practices affect Clients and staff.
<p>Commitment to continuous Professional Development</p>	<ul style="list-style-type: none"> - To undertake further training and development in-line with the needs of the developing role.
<p>Method of Travel</p>	<ul style="list-style-type: none"> - A qualified driver with use of a vehicle for work, or the ability to travel within the region within which ACWG operates in an efficient and most cost-effective manner (Essential).
<p>Special Requirements</p>	<ul style="list-style-type: none"> - None.

Disclosure Barring Service (DBS)

Disclosure Certificates

The Disclosure Barring Service (DBS) (previously known as the Criminal Records Bureau (CRB) was introduced as a result of Part V of the Police Act, 1997. It is an Executive Agency of the Home Office and is designed to help employers make safer, more informed recruitment decisions.

The service is a one-stop-shop and replaced the old system of police checking and other vetting processes previously carried out by scrutiny of the Department of Health Protection of Children Act List System (POCALs) and the Department for Education and Skills List (List 99). From July 2004, the CRB will also scrutinise the Protection of Vulnerable Adult (POVA) list, where appropriate.

The service will issue three levels of Disclosure Certificates, depending on the position applied for. The three levels of checks are:-

- Enhanced (ED)
- Standard (SD)
- Basic (BD)

Every Job Description issued by ACWG will clearly indicate the level of disclosure that is required for that particular post. Where appropriate the advertisement will also indicate the required level.

Prospective applicants should be aware that before any offer of appointment is confirmed, the successful candidate will be required to complete an application for the appropriate level of disclosure; ACWG will provide the relevant DBS application forms. Proof of the successful candidate's identity will also be required in the form of the following: Passport, Driving Licence, Birth Certificate and Utility Bills.

ACWG actively promotes equality of opportunity for all existing employees and prospective applicants. Candidates are selected on the basis of skill, qualifications and experience and their match against the Person Specification. A criminal record will not necessarily bar applicants from working with ACWG; this will depend on the nature of the position and the circumstances and background of the offence.

ACWG has a written policy on the recruitment of ex-offenders which complies with the DBS Code of Practice and undertakes to treat all applicants fairly; this policy is attached to each job application where the post is exempt from the Rehabilitation of Offenders Act. The DBS's Code of Practice, the ACWG's Policy on the Security of Confidential Disclosure information and information on the Rehabilitation of Offenders Act 1974 is available on request.

Further information about the DBS can also be found at www.disclosure.gov.uk