

## Role Title: Team Support Administrator

Pay Grade 1: £20,500 rising annually to £23,883 full time per annum

### Making it happen:

Changing culture in the public sector, improving the social, economic, environmental and cultural well-being of Wales and protecting the interests of Future Generations, all fall within the remit of the Well-being of Future Generations Act. The Future Generations Commissioner and her Team provide advice to the Government and other public bodies in Wales on delivering the Act for current and future generations, and assessing and reporting on how they are delivering.

The Team Support Administrators are responsible for providing reliable and efficient general office support to the Office of the Future Generations Commissioner for Wales, to enable all functions to run effectively and efficiently at all times.

### Is this you?

As Team Support Administrator in our office, you will be someone with a very personable and helpful approach as the first point of contact for the organisation on email, the telephone remotely and in the office. You will be the go to person for colleagues internally. You'll love being organised and methodical in your work; following processes for logging requests, digital filing, arranging meetings, booking venues, notifying visitors, organising catering, collating and disseminating papers, proof reading and using a CRM database.

You must be able to speak Welsh with ease, so that you can hold initial conversations with people on email, the telephone, in person or through our social media channels.

You'll be someone who will learn with us as we walk the talk. We are an organisation which likes to think differently, to question and to try new ways of doing things, encouraging creativity and new ideas. So, we are looking for someone who enjoys helping others with their work, someone who likes to continually improve their performance and knowledge, and can work independently and flexibly in response to the needs of others.

### Your purpose

Your main purpose is to be the first point of contact for the office for all enquiries. This will be mostly administration tasks such as logging requests, filing on to the CRM database, responding to public correspondence, booking meetings, supporting events, providing basic IT assistance, house-keeping and reception duties, promoting the work of the office and engaging in online and offline communications. You will also act as the welcoming face to visitors at our office. As a Welsh speaker you will help us answer requests in the Welsh language.

### Your responsibilities:

- Manage the receipt, distribution and filing of all requests received by both the general public and partner organisations.
- Support others in relation to arranging meetings, managing diaries, notifying visitors, arranging hospitality, collating and disseminating papers.
- Book venues and help to manage the logistics of workshops and events including communication through social media channels.
- Support the promotion and communication of the work of the office.
- Support colleagues throughout the organisation with administrative tasks and requests.

- Participate in providing a complete reception service for visitors to the office including offering refreshments.
- Receive telephone calls, taking messages and re-directing when appropriate.
- Contribute to team meetings.
- Support colleagues with stationary orders and maintaining records.
- Support Finance colleagues with the purchase order and purchase invoice processing, filing and generating purchase order documents for suppliers.
- Proof read documents and reports.
- Maintain an efficient and structured CRM database system.
- Draft replies to straightforward enquiries.
- As a Welsh speaker you will help us operate in the Welsh language.
- Any other reasonable duties as required.

Your skills, knowledge, and experience:

*Please note that we would encourage you to include personal insight from your lived experiences along with your paid and unpaid work experience when demonstrating your suitability for our posts.*

You'll be someone with good written and verbal communication skills, who may have experience of working within an office or dealing with the general public in a customer service role.

You must be a fluent Welsh speaker and be able to respond to people in conversation, in writing and on the telephone.

You'll have a positive attitude to supporting others, be good at talking to people and participating in team activities.

You'll be able to pay attention to detail and follow established processes while being able to suggest improvements when necessary.

You'll be able to demonstrate good ICT skills and organisational skills.

You'll be comfortable using your own initiative when your colleagues are not in the office.

This is an exciting opportunity and full training will be provided.