

Job Description

Job title	Administration Officer, Wales
Accountable to	Head of Operations
Objectives	<p>Objective 1</p> <p>To carry out operational administrative tasks associated with the Wales team. This will include supporting the Director for Wales and Head of Operations with tasks relating to the running of the Wales office, supporting with diary management, and administrative support for internal working groups and meetings.</p> <p>Objective 2</p> <p>To carry out the operational administrative tasks associated with the various grant funded programmes operating in Wales. This will include supporting with event organisation, keeping contact data up to date on our database, liaising with colleagues and external stakeholders to arrange meetings, and updating the website.</p>
Hours per week	36
Location	<p>This role is based in our Cardiff office. However, in line with our hybrid working practice, staff members may choose to work from home.</p> <p>The successful candidate must be able to travel to the Cardiff office as needed, and on occasion support with events across Wales.</p>
Status	Permanent
Disclosure required?	No

Responsibilities and accountabilities

To carry out administrative operational activities to support the work of the Wales team and various grant funded projects.

1. Provide effective administrative support to member of the Wales team, ensuring support and coordination across Wales-based operations and the delivery of excellent customer service to members and stakeholders.
2. Provide administration and coordination for our grant funded programmes, building working relationships with external stakeholders and supporting the project managers to set up and run events and meetings, both virtually and in-person.
3. Support the project managers to ensure accurate budget management, including tracking of associate bookings and contracts, keeping monitoring processes up to date, and liaising with the finance team.
4. Provide administrative support to projects including setting up new systems for monitoring event bookings and evaluation data, supporting managers with reporting to funders, disseminating information to our members and stakeholders.
5. Deliver high quality support to colleagues, members, and external stakeholders, ensuring all enquiries and requests are responded to in line with the principles of Customer Service Excellence.

Management

None

Budget

None

General statement

It is the nature of The Fostering Network that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are therefore expected to work in a flexible way when the occasion arises and undertake tasks that are not specifically covered in their job description.

Person Specification

Our Values

As an organisation, we believe that we make a difference to foster care and our people values are expressed in the work that we do:

We are TRUSTED

We are TOGETHER

We are VITAL

Knowledge and Experience

Essential

1. Experience of providing effective administration support.
2. Experience of working with all programmes in Microsoft Office 365, but especially SharePoint and Teams.
3. Experience of producing high quality administration support for meetings including taking minutes or logging action points.
4. Experience of a customer facing role.
5. Experience of organising meetings or events including taking bookings, setting up virtual meetings and coordinating pre and post meeting activities.
6. Experience of supporting the administration of financial processes.
7. Lived / personal experience of being in care.

Skills and abilities

Essential criteria

1. A good standard of literacy with attention to detail and the ability to record information accurately.
2. The ability to work on own initiative and as part of a team.
3. The ability to preserve confidentiality in line with The Fostering Network guidelines
4. Good communication skills both in person and on the phone / remote meetings.
5. Ability to cope under pressure managing competing deadlines and prioritising workload.
6. High level of IT competency, including use of databases and financial management systems.

Desirable

1. Knowledge / understanding of social care for children and young people, and fostering.
2. Welsh language skills – both written and/or verbal.

Additional Information

Pay and conditions of service

Band	Band 6
Salary	£19,147 - £27,341pa
Annual Leave	25 Days plus 5 Fostering Network days and Bank Holidays per annum
Probationary period	6 calendar months.
Notice period	4 working weeks One week during probationary period.
Hours of work	36
Pension	Optional. Money-purchase scheme and salary sacrifice option is available with AEGON: Employee contribution is 3% of gross annual salary Employer contribution is 5% of gross salary.
Season Ticket Loan	An interest free season ticket loan is available to all staff immediately.
Trade Union	The Fostering Network recognises the trade union Unite and members of staff can join if they wish.