

## **Job Description**

<b>Date:</b>	May 2025
<b>Job Title:</b>	Administration Assistant
<b>Status of Post:</b>	20 hours per week
<b>Salary:</b>	£23,656 pro rata
<b>Responsible to:</b>	Operations Manager

## **SUMMARY OF MAIN DUTIES**

To provide effective and efficient administration services and data analysis to monitor and report on the work of SDCP.

### **1 Operational Duties**

- 1.1 Accurately and efficiently maintain Centre and Management Information Systems (MIS).
- 1.2 Use Excel spreadsheets to an advanced level to analyse and report on data.
- 1.3 Present data and analysis in reports.
- 1.4 Provide support to staff for formal meetings and events held at SDCP.
- 1.5 Set up all SDCP events on MIS.
- 1.6 Log participant details and receive all bookings for SDCP events and input accurately to MIS.
- 1.7 Respond to general queries from customers about SDCP events and services.

### **2 General Administration**

- 2.1 Continually update and maintain accurate information on MIS
- 2.2 Maintain and update computerised and manual filing systems.
- 2.3 Act as point of contact for enquiries regarding SDCP information, correspondence or services and respond or redirect as appropriate.
- 2.4 Assist Project Managers with data compilation and producing information within given time scales and pre-determined formats.
- 2.5 Receive and Bank payments from Clients and maintain accurate records.

### **3. Other Duties**

- 3.1 Provide Reception services to answer calls, greet visitors, prepare mail, etc.
- 3.2 Contribute to the promotion and ongoing development of SDCP
- 3.3 To undertake driving duties as SDCP may, from time to time require.
- 3.4 To undertake such reasonable duties as SDCP may, from time to time require.

Criteria	Essential/ Desirable	Method of Assessment
<b>Experience and Qualifications</b> <ul style="list-style-type: none"> <li>A minimum of two year's proven experience delivering administrative support in a busy office environment.</li> <li>Excellent computer skills to include working experience of using the full Microsoft office package.</li> <li>A minimum of two years' experience using a customer database system</li> <li>Educated to GCSE level (or equivalent) with at least 5 attained at Grades A – C to include Mathematics and English Language.</li> <li>NVQ level 3 in Business Administration (or equivalent qualification in similar subject)</li> </ul>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>	<p>Shortlisting, pre-interview task and interview</p> <p>Shortlisting and pre-interview task</p> <p>Shortlisting and interview</p> <p>Shortlisting and interview</p> <p>Shortlisting and verification of qualifications</p>
<b>Skills and Competencies</b> <ul style="list-style-type: none"> <li>Ability to develop effective relationships with colleagues and customers.</li> <li>Excellent communication skills, both oral and written to a variety of audiences.</li> <li>Ability to organise and prioritise work to meet deadlines.</li> <li>Proven ability to exercise excellent attention to detail and accuracy in all work</li> <li>Ability to provide a high level of customer service at all times</li> <li>Ability to adhere to confidentiality requirements when dealing with sensitive information.</li> </ul>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>	<p>Interview</p> <p>Application form content, pre-interview task and interview</p> <p>Interview</p> <p>Application form content, pre-interview task</p> <p>Shortlisting and Interview</p> <p>Interview</p>

<ul style="list-style-type: none"> <li>• Highly numerate</li> <li>• Full Driving Licence, own transport and ability to drive fleet vehicles.</li> </ul>	<p>Essential</p> <p>Essential</p>	<p>Shortlisting and Interview.</p> <p>Application Form</p>
<p><b>Other Requirements</b></p> <ul style="list-style-type: none"> <li>• An interest in and understanding of the voluntary and community sector in Wales</li> <li>• Ability to work within the mission, vision and values of SDCP</li> <li>• Committed to SDCP's policy of equal opportunities</li> <li>• Resilient</li> <li>• Welsh speaker</li> </ul>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p>	<p>Shortlisting</p> <p>Interview</p> <p>Shortlisting</p> <p>Application &amp; Interview</p> <p>Application &amp; Interview</p>

#### CONDITIONS OF SERVICE

- Annual leave in accordance with 28 days per year. The leave year is from 1<sup>st</sup> April to 31<sup>st</sup> March.
- Sick leave will be allowed in accordance with the Statutory Sick Pay Scheme and the NJC Conditions for local Government Services.
- The post is subject to a probationary period of 3 months and may not be terminated by one month's notice either side.

Two references will be taken up and an Enhanced DBS check conducted following a successful interview.

#### Equal Opportunities

SDCP recruits' staff and volunteers on the basis of their skills, experience, temperament, and ability without regard to race, nationality, gender, age, sexuality, disability, or religion.