

## Administrative Officer

**Location:** Cardiff

**Salary:** £24,669

**Agreement Type:** 35 hours per week to end of March 2025

**Line Manager:** Head of Policy and Projects

### Job Purpose

To support in arranging and supporting meetings and contacts with a range of people and organisations and delivering a range of administrative tasks that enable effective operation of the Charity.

### Responsibilities

1. Support the effective organisation and delivery of meetings including (but not limited to) diary management, booking meeting rooms and refreshments, drafting and circulating agendas, papers and reports and drafting minutes.
2. Support the effective coordination and delivery of other internal and external meetings and events required.
3. Work closely with colleagues to co-ordinate attendance at events, recruitment fairs and other external meetings.
4. Provide administrative support as required.
5. Data entry to enable and maintain evaluation.
6. Assist with any external events,
7. Maintain our contacts database

## Person Specification

	Essential	Desirable
<b>Experience</b>		
The ability to demonstrate experience of:		
• Working in a in a busy office environment.	<b>X</b>	
• Working in an administration role.	<b>X</b>	

• Providing high quality customer service both internally and externally.	X	
• Supporting meetings, preparing papers and agendas, taking accurate minutes.	X	
• Dealing with confidential information.	X	
• Record keeping, using spreadsheets and databases	X	

	Essential	Desirable
<b>Skills and Abilities</b>		
• Understanding of the importance of customer care.	X	
• Confident telephone manner and good listening skills.	X	
• Excellent written and verbal communication skills.	X	
• A confident and positive approach to handling interaction with others by using a full range of interpersonal skills (for example, tact, diplomacy, negotiation, influencing, assertiveness).	X	
• Reliable and willing to accept responsibility and take decisions when appropriate.	X	
• High level organisational and administrative skills with ability to multi-task and prioritise appropriately.	X	
• Ability to work flexibly and proactively on own initiative and also as part of a team.	X	
• Accuracy and attention to detail.	X	
• Self-motivated.	X	
• Awareness of older people issues.		X
• Ability to speak Welsh.		X

	Essential	Desirable
<b>Knowledge</b>		
• Understanding of the importance of customer care.	X	
• Working knowledge of Microsoft Office 365	X	
• Knowledge of office procedures	X	

The post holder will be required to work some unsocial hours if attending events. These requirements will be planned in advance.



This role description is not intended to be exhaustive in every respect, but rather to define the fundamental purpose and responsibilities for the role. Therefore, this role does not define any individual role holder.

In addition to the contents of this role description, employees are expected to undertake any and all other reasonable and related **tasks** allocated by line management.

Final Version – October 2024