



Administrative Officer

Location: Cardiff

Salary: £26,545

Agreement Type: Permanent

Line Manager: Chief Executive

Job Purpose

To support the Chief Executive in arranging and supporting meetings and contacts with a range of people and organisations, including the board of trustees and committees of the board, and delivering a range of administrative tasks that enable effective operation of the Charity.

Responsibilities

1. Support the effective organisation and delivery meetings of the board of trustees and committees of the board, 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 organisation and delivery of other internal and external meetings as required.
3. Provide administrative support to the Chief Executive and Operations Team as required.
4. Assist with any external events, including compiling invitation lists, booking venue space / travel, monitoring spend, distributing event materials, and providing support with any equipment.
5. Provide cover for colleagues to operate Finance and HR systems and processes.
6. Support fundraising activities. These will include:
 - Preparing promotional material for events / campaigns.
 - Dealing with general communications around fundraising.
7. Support office management and reception duties as required, including incoming post, ordering office supplies, etc.

Person Specification

	Essential	Desirable
Experience		
The ability to demonstrate experience of:		
• Working in a in a busy office environment.	X	
• Working in an administration role.	X	
• 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
Skills and Abilities		
• 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
Knowledge		
• 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.

SIGNED FOR AND ON BEHALF OF AGE CYMRU	Signature: Name: Title: Date:
SIGNED BY ROLE HOLDER	Signature: Name: Date:

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