

Age Cymru **Job Description**

Job Title: Operations Officer

Location: Cardiff

**Contractual Status
of Role:** 35 hours per week;

**Job Title of Line
Manager:** Operations Manager

Job Purpose

To support Central Services and Operations

Responsibilities

1. To provide admin support including meeting arrangements for the board.
2. To provide admin support including meeting arrangements for the Partnership.
3. To provide admin support for the staff meetings.
4. To undertake various finance activities. These will include:
 - To maintain the purchase order system, including the raising of purchase orders, monitoring incoming invoices and reconciling at month end.
 - To control the recording of receipts and prepare for banking.
 - Co-ordinate and raise invoices.
 - Co-ordinate Grant payment request
5. To undertake various fundraising activities. These will include:
 - Preparing promotional material for events / campaigns.
 - Dealing with general communications around fundraising.
6. To provide administrative support to the Operations Manager and Chief Executive.
7. To undertake general admin support for other teams as required.
8. To provide reception cover as required.

Person Specification

	Essential	Desirable
Experience		
The ability to demonstrate experience of:		
• Working 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 minutes.	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 the following Microsoft Office	x	

applications: word, excel, access and outlook.		
• 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:

Final Version – June 2019

