



Cymorth yn
y Gwaith

In-Work
Support



Job Description

Administrator (Welsh speaking)

Starting Salary: £17,316

Hours: 37 per week

Office Base: Bangor

Reports to: Lead Administrator

Job Purpose

To provide a professional, customer focused, efficient and effective administrative support for RCS operations.

Background:

The **In-Work Support Service** promotes an integrated approach to health and employment, providing a co-ordinated, early intervention service to support employees in the early stages of sickness absence, or at risk of sickness absence, to return to work/ full productivity earlier than they otherwise would, thereby helping prevent a slide into longer term absence.

This post provides an excellent opportunity to be part of this innovative project, which will impact on the overall health and wellbeing of the working age population across Conwy, Denbighshire, Gwynedd and Ynys Mon. The service is funded by the European Social Fund and is delivered in North Wales by RCS in partnership with Welsh Government. RCS delivers a range of services to support individuals to enter and sustain employment.

Key Responsibilities:

- Provide effective administrative support to all members of the RCS team as required;
- Provide a professional, timely and efficient customer focused response to all general office enquiries;
- Prepare and send correspondence as required to stakeholders, customers or employers;
- Take minutes and notes of meetings as required;

- Provide administrative support for workshops and events, including organising venues and refreshments, taking bookings, organising materials, overseeing registration and taking notes;
- Assist to develop and maintain office systems, maintain client records, business details and all stakeholder contacts in an accurate manner;
- Take referrals from customers and collect all relevant monitoring information as required;
- To work within the boundaries of the Data Protection Act and other relevant legislation or guidelines when dealing with client and employer information;
- Any other duties as required by the Lead Administrator

Personal profile:

- Proven track record of providing effective and customer focused administrative support in an office setting;
- Experience of undertaking financial administration including raising and payment of invoices and financial evidence gathering.
- I.T. literate with ability to use MS Office, including practical working experience of Excel, Access and Word.
- Skills/experience in using email and internet;
- Skills/experience in administration of website and social media such as Facebook and Twitter;
- Excellent written and numeracy skills;
- Excellent customer service skills, with the ability to deal with enquiries from members of the public and project partners in a polite and professional manner
- Ability to deal with sensitive information in a confidential and professional manner;
- Ability to work accurately with good attention to detail
- Ability to follow instructions and produce work to meet deadlines
- Ability to work using own initiative
- Ability to work well as part of a team

- Creative, flexible and adaptable in approach
- Willingness to travel within North Wales as required on company business;
- Ability to speak and write in Welsh (essential)