



Cymorth yn
y Gwaith

In-Work
Support



Job Description

Support Officer

Starting Salary: £19,124

Hours: 37 per week

Office Base: Rhyl

Reporting to: Lead Administrator

Job Purpose

This post will be a key support to the RCS Management and Delivery Teams, providing professional, timely and confidential support with a range of administrative and project-based tasks.

Background:

The ESF 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

- Supporting with the HR function, including assisting with arrangements for the recruitment and induction of staff, such as organising shortlisting and interviews, liaising with candidates about interviews and references, maintaining staff files, recording absences, etc;

- Coordinating the ordering and maintenance of IT and office equipment, including ordering phones and laptops for new employees, maintaining an inventory of IT equipment and other assets, supporting staff with IT set-up etc;
- Supporting liaison with our contracted providers to ensure their compliance, conducting scheduled visits to check insurances, risk assessments, professional body registration etc;
- Maintaining records of procurement quotes as part of the financial processes;
- Collating financial and participant information for reports or audits as required;
- Collating feedback from programme participants and ensuring effective follow-up;
- Supporting the implementation of health and safety in the workplace, such as ensuring logs are being maintained, notices displayed etc;
- Supporting with the organisation of promotional events, activities and business breakfasts, including sourcing and booking venues, preparing workshop materials (eg registers, delegate workbooks), creating and distributing promotional posters and flyers, promoting workshops (including on Eventbrite) and coordinating delegate bookings;
- Supporting with the coordination of training courses, including entering course dates onto the on-line booking systems, creating and disseminating promotional materials, monitoring registrations, liaising with delegates, and preparing all course materials;
- Coordinating the design and print of promotional and marketing materials, eg flyers, posters, ensuring these are produced in line with the RCS brand guidelines, and provide value for money;
- Maintaining stock levels of all marketing and promotional materials, and ensure their effective distribution across key stakeholder organisations;
- Supporting all staff to adhere to internal branding guidelines in the production of all public-facing materials, including power-point presentations, training materials, promotional materials etc;
- Maintaining up-to-date and accurate contact lists for employers, agencies, MPs, AMs etc;
- Any other duties commensurate with the role as required.

Person Specification

- Proven track record of delivering a highly effective and accurate administrative service in an office setting
- Sound numeracy skills and experience of providing financial administration support;
- Excellent written and verbal communication skills, with the ability to communicate with external stakeholders in a polite and professional manner;
- Ability to deal with sensitive documentation in a professional and confidential manner
- Ability to work accurately with outstanding attention to detail;

- Ability to follow instructions and produce work to meet specified deadlines;
- Ability to work using own initiative and with limited supervision;
- 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;
- Ability to work well as part of a team
- Creative, flexible and adaptable in approach
- Ability to work within the boundaries of the Data Protection Act and other relevant legislation or guidelines when dealing with client information;
- Willingness to engage in opportunities for continuous professional development;
- Willingness to travel within North Wales as required on company business