



LLES AR GYFER GWEITHIO
WELLBEING FOR WORK

JOB APPLICATION PACK

www.rcs-wales.co.uk

We make wellbeing our business

We're delighted that you're considering joining the RCS team at this exciting stage in our development.

RCS is an award winning not-for-profit company based in Rhyl, North Wales. Wellbeing is at the heart of our mission; to contribute to individual, economic and social wellbeing through helping more people to enter, progress and thrive in employment. We deliver a range of personalised support, training and therapies to help people and businesses improve workplace wellbeing.

We are deeply proud of our team of passionate and dedicated employees, who deliver quality services that transform thousands of lives each year:

Helping people into work

Our support helps people with mental health needs to thrive and be their best selves through finding and sustaining a suitable job role.

Keeping people well at work

Our services provide employed and self-employed people with personalised support and therapy, with the aim of preventing absence and improving wellbeing at work.

Building Well Workplaces

We help employers put wellbeing at the core of their operations – reaping the benefits of an engaged and productive workforce

From our beginnings in Rhyl North Wales in 2007, we now deliver wellbeing services across Wales.

Our approach is underpinned by a set of key values: our work, we adhere to a set of key values



Responding

Responding creatively and flexibly to identified needs



Connecting

Helping people create the connections they need to progress and thrive in work



Supporting

Providing strengths-based, empowering support to create positive futures for people and places

We put wellbeing at the heart of our own business, offering generous terms and conditions to help our employees maintain a healthy work-life balance.

Terms and Conditions



All of our employees are entitled to 30 days' annual leave pro rata plus bank holidays.

We offer a range of flexible working options, including part-time, compressed hours and annualised hours. All staff work flexi-time, choosing how to organise their working day around a set of core hours.

We provide paid time off for sickness absence, and offer generous pay during maternity, paternity and adoption leave.

Our salaries are competitive, with annual increments following successful appraisal. We are proud members of the Living Wage Foundation, dedicated to ensuring that all our staff receive a wage they can really live on.

We offer a 6% employer pension contribution (gross) into a stakeholder pension scheme for eligible staff.

Training and progression



We are proud to see our staff progress, and encourage and support our employees to embrace opportunities for professional development and growth.

We provide induction training and structured training routeways for all employees, with a broad range of workplace learning and development opportunities.

Health and Wellbeing



We seek to provide a working environment where all of our employees can flourish and reach their full potential.

All staff have a paid 'wellbeing hour' every week for staff to take part in a wellbeing activity of their choice.

Our in-house Wellbeing Champions organise a regular schedule of activities and events to bring staff together and promote team cohesion.

We provide free, rapid, confidential health support through our Employee Assistance Programme.

We have access to a Cycle to Work Scheme and discounted bus transport.

We have maintained the Gold Small Workplace Health Award since 2010, and were awarded 'Wellbeing Business of the Year' by the Federation for Small Businesses in 2020.

Application process



Applications must be submitted on an RCS application form, in either Welsh or English; CVs will not be accepted. Applications received after the closing date will not be considered.

Following the closing date, we will invite shortlisted applicants to attend an interview. We will also let you know if you have been unsuccessful.

The job description states whether a DBS check will be required for the role. Checks are conducted during the induction process following a successful appointment.

In promoting equal opportunities RCS welcomes applicants from all sections of the community. We select candidates for interview based on their skills, qualifications and experience, and we are committed to the fair treatment of our staff, potential staff and service users, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability and/or offending background.

What our staff say

I've never worked for an organisation that truly puts wellbeing above everything else, which, in turn, allows for our staff to deliver the best service possible for our clients.

I'm so glad I applied and got the job. I love working in an environment where I can make a difference to people's lives. I'm so passionate about the work RCS do, I'll talk about them til the cows come home.

RCS invests time and resources to ensure staff have every opportunity to engage in wellbeing activities, and to have confidential and easily access to peer/line manager or independent support if needed.

I feel trusted to work at a flexible schedule, take the appropriate number of breaks, check in with my colleagues and team leader on a regular basis to ensure that we're all individually and collectively working together to give the best experience for those we care for.



We look forward to hearing from you!

Job Description

Role:.. Client Administrator

Band:....2.1 to 2.8

Pay:...£23,892.64 rising incrementally to £27,445.14

Hours:... 37 hours a week, part time working considered

Reports to:Administration Manager

Contract:Permanent

Location: Hybrid remote with an office in Rhyl - 3 days a week office or agile working based

Background

RCS delivers a range of services to help people enter, sustain and progress in employment, with the overall aim of reducing unemployment and improving individual wellbeing and employability

Job Purpose

To provide professional, customer-focussed, efficient and effective administrative support for In-work Support Service clients. You will work directly with service clients, providing administrative support to process their registration and engagement with the service. You will be responsible for supporting clients through their programme journey. You will work closely with Client Support Coordinators and external providers, e.g. therapists, to coordinate appointments and ensure all documentation is completed as required in line with funding and contractual requirements.

Key Responsibilities

- Provide practical support such as arranging appointments with Client Support Coordinators and therapists, venues for face-to-face meetings etc.;
- Coordinate exit surveys and discharge information with clients to measure customer satisfaction;
- Be responsible for maintaining client records across a range of digital customer relationship management systems (CRM) ensuring complete, timely and accurate data inputting;
- Ensure timely scanning, copying, filing, uploading of client files/data as required;
- Ensure data accuracy and compliance throughout the client's engagement with the service;
- Ensure that electronic and paper documentation is checked and processed according to RCS and Welsh Government procedures;
- Work within the boundaries of GDPR and other relevant legislation or guidelines when dealing with client and employer information;
- Maintaining professional boundaries when working with clients;
- Escalate any safeguarding concerns in line with procedures;
- Any other duties commensurate with the role as required
- To work proactively in line with RCS's company values – Responding, Connecting and Supporting
- To work to our quality management system in order to ensure a consistent and quality service for clients

Person Specification

- Proven track record of providing effective and customer focused administrative support in an office setting;
- Excellent IT skills with the ability to use MS Office 365 package and a competence to use a range of CRM systems and web based packages.
- Excellent communication/ interpersonal skills;
- Ability to deal with sensitive information in a confidential and professional manner in line with GDPR
- Awareness of health and employability agenda and understanding of the challenges people face in finding/ sustaining employment.
- Strong organisational and time-management skills
- 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
- Commitment to equality, diversity and inclusion
- The ability to communicate in Welsh is desirable
- To work proactively in line with RCS's company values – Responding, Connecting and Supporting
- To work to our quality management system in order to ensure a consistent and quality service for clients

Required employment checks:

- Right to live and work in UK
- DBS enhanced disclosure
- Two references

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