

# Job Description

## ADMINISTRATOR

**Band:** .....1

**Salary:** .....£25,877.80

**Contract:** .....Fixed term until March 2027

**Hours of work:** .....Full Time, 37 hours per week

**Working Location:** ..... Rhyl – office base

**Reports to:** .....Client Pathways Manager

### 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

You will provide a positive and friendly customer service to RCS callers and clients, and a welcoming reception service to visitors at our Rhyl headquarters. You will provide efficient and effective administrative support across our services and activities in order to support the smooth running of the organisation.

## Key Responsibilities

- Provide a professional, timely and efficient customer focussed response to all enquiries, whether in-person, via telephone or electronically, ensuring enquiries are directed to the right person within the organisation.
- Provide general administrative support, including data-inputting and booking appointments.
- Receiving, actioning and distributing in-bound mail and providing outbound mail support.
- Scanning, filing and archiving paper files and provide photocopying support as required.
- Provide administrative support to team members, such as minute taking, supporting audit reviews.
- Work within the boundaries of GDPR and other relevant legislation or guidelines when dealing with client and employer information;
- Taking part in a rota system to host the reception area and deliver reception service.
- Undertake a variety of administrative and reception tasks whilst hosting the reception including dealing with mail, taking calls, monitoring central inboxes.
- Managing bookings for office space at the Rhyl Hub by internal RCS staff and/or external users.
- Greeting clients and visitors to the building with a positive, helpful attitude, and guiding them to their appointments.
- Provide health and safety and compliance service for Rhyl Hub, including health and safety checks, fire marshal and first aid appointed person.
- Help maintain workplace security by issuing, checking and collecting ID badges for visitors and maintaining visitor logs/
- 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.
- 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.
- Take a shared responsibility for safeguarding by remaining alert to concerns, promoting the safety and wellbeing of clients and dealing with any safeguarding concerns promptly in line with organisational policies.
- To work with RCS safeguarding procedures and apply when appropriate and necessary.

## Person Specification

### Essential

- Proven track record of providing effective and customer focused administrative support and reception services in an office setting.
- Ability to deal with sensitive information in a confidential and professional manner in line with GDPR.
- I.T. literate with ability to use MS Office, including practical working experience of Excel, Access, Word, email and internet.
- Excellent written and numeracy skills with a clear focus on data accuracy;
- Ability to follow instructions, produce work within set deadlines and excellent time management skills.
- Excellent customer service skills, with the ability to deal with all enquiries in a polite and professional manner.
- Ability to work using own initiative and a motivated self-starter.
- Ability to work well as part of a team.
- Creative, flexible and adaptable in approach.

### Desirable

- The ability to speak and write in Welsh is desirable

## Required employment checks:

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

## Closing date

The deadline for applications is 12th October 2026 or earlier if a sufficient volume of applications are received. Early submission is strongly recommended.

## Interview Process

Interviews scheduled to take place on the 20<sup>th</sup> October 2026

**RCS is committed to creating an inclusive environment where everyone can thrive. We value diversity and welcome applicants from all backgrounds. Please tell us if you need any reasonable adjustments at any stage of the recruitment process so we can support you to perform at your best.**