

# Job description and person specification

Please note this statement is for information only and does not form part of a contract. The responsibilities articulated are not exhaustive and we are committed to working practices that are flexible, collaborative and inclusive.

<b>Job title</b>	Facilities & Operations Administrator Wales	<b>Location</b>	Cardiff office
<b>Contract type</b>	Part time, 28 hours per week, Monday to Friday	<b>Contract length</b>	Fixed-term, 12 months
<b>Date</b>	July 2022		

## Context

We are Versus Arthritis. We are fundraisers, programme managers, volunteers, administrators, editors and accountants all doing everything we can to push back against arthritis. Together, we'll continue to develop breakthrough treatments, campaign relentlessly for arthritis to be seen as a priority and support each other whenever we need it. Together, we're making real progress. But there's still a long way to go, and we won't stop until no-one has to tolerate living with the pain, fatigue and isolation of arthritis.

In our nation we are the leading influencer for change, both locally and nationally, raising awareness of the issues and impact of arthritis. In parallel we offer a range of support services delivered through mixed teams of staff and volunteers. Our local focus is on delivering activity support, self-management, information and peer support to enable people with arthritis of all ages to take greater control of their condition and make informed choices on ways to live well with arthritis.

The nations Facilities & Operations Administrator will support the nation-based team by providing high quality, efficient and effective administrative support for the successful running of operations within the nation. This role will also work with our Facilities team to manage our local office site to meet the needs of an agile and flexible workforce.

The evolving use of technology and increased expectation of greater agility means that how we use and manage our facilities and support our workers will continue to change. Inevitably this will require those involved in managing our facilities to be more knowledgeable and to take greater ownership of our resources and our offering.

## Main purpose of the role

The post-holder will support the Facilities Managers for all property and health and safety matters. They will manage routine and minor projects and activities as well as playing a crucial part in maintaining key documents and ensuring that we remain compliant as instructed by the Facilities management team.

They will provide support to enable our employees, volunteers and other stakeholders to work in a safe and well-managed environment. They will be the face of Versus Arthritis within the nation office, providing a welcoming and engaging entry point when dealing with visitors and contractors.

They will deliver a responsive and flexible administration function for staff, volunteers, service users and external stakeholders. They will also work with the Systems and Admin Manager to ensure an efficient business administration function within the Nation.

## Management and key relationships

### Roles managed

None

### Reports to

Facilities Manager

### Key Relationships

- Head of Facilities and wider Facilities team
- Head of nation
- Systems and Admin Managers and other nation- focused administration teams
- Landlord, contractors and building tenants
- UK colleagues in Finance, Procurement and People and Organisational Directorate
- Nations staff (may be home-based) and volunteers
- External stakeholders including people with arthritis, carers, funders, donors etc
- General enquirers (including media, other third sector organisations, Government officials, health professionals, potential funders/donors.

## Main Responsibilities and Duties

To support the effective running of facilities and operational support for staff and volunteers within Wales.

### 1 It's about effective customer service for the Wales office

- Responsible for a safe and customer focused process for all visitors/ contractors/ volunteers to Versus Arthritis sites.
- First point of contact for external enquiries - these may be fac- to-face, by telephone, e-mail or letter.
- Assist with timely and accurate processing of correspondence to the nation, including shared mailboxes, post and social media responses.
- Respond to facilities enquiries for nation. Undertake ad hoc tasks and projects as identified by the Facilities management team. Represent the Facilities team at meetings,

providing appropriate input and a clear understanding of how the Facilities team supports the wider organisation.

## **2 It's about managing a safe and efficient office environment**

- Ensure staff are aware of, and routinely reminded of, security systems in place; including opening up/locking up the office, setting/disabling intruder alarms. Issue appropriate keys, fobs or access cards for new starters.
- Develop, embed and manage all health and safety compliance matters; including employee inductions, fire and first aid procedures, appropriate risk assessments, portable appliance testing and gas safety.
- Responsible for the timely archiving of documents in line with legislative and organisational requirements, including maintaining confidentiality of sensitive materials, and compliance with retention requirements.
- Ensure maintenance schedules of equipment such as the franking machine and photocopiers are kept up to date. Order and store appropriate stocks of stationery and general office supplies, including supplies for homeworkers. Responsible for monitoring supplies and cleanliness in the kitchen, and for on-site waste management including recycling.

## **3 It's about managing data, information and keeping our knowledge relevant**

- Be a first point of contact for existing and new service users and health professionals referring into our services, ensuring personal data is accurate and up to date, and used in accordance with GDPR principles.
- Be aware of, and comply with, current safeguarding procedures and data protection regulations. Support robust volunteer recruitment processes in partnership with the People and Organisational Directorate to enable effective service delivery and maintaining the organisation's CRM (Customer Relationship Management) system.
- Market services and events via websites and social media, and other digital platforms. Review information on these platforms to keep it up to date and to maintain accuracy. Monitor, post and refresh general information on the nation's social media channels in line with brand awareness.

## **4 It's about providing high-quality, efficient and effective administrative support to assist staff, volunteers, and people with arthritis in Wales.**

- Research and book appropriate venues, ensure risk assessment and attendee requirements are met and liaise with contractors as necessary.
- Assist with financial processes including raising purchase orders, approving payment of invoices and processing expenses claims promptly and accurately. Support budget holders to accurately monitor income and expenditure.
- Provide administrative support to the nation's Volunteer Engagement Group (V.E.G.), including minute taking, organising meeting venues, papers and reports, and liaising with the V.E.G. on the organisation of events.

- Support staff to develop resources, ensuring these are accurate, up to date and that staff and volunteers have the correct equipment and documentation e.g., information packs, resources, forms, etc.
- Support administration of key, high-profile volunteer/stakeholder events in collaboration with staff and volunteers, ensuring that events are professionally organised and delivered.
- Undertake other relevant duties as appropriate, e.g., booking travel and hotel accommodation for staff and volunteers with agreed authorisation, assisting with supporter mail outs and general housekeeping.

## Criminal Record Check

### Requirement

This role requires a standard Criminal Record check

## Person specification

Knowledge, skills and experience: key requirements

Requirement		Evaluation Stage
1	Experience of successfully managing ad hoc tasks and small-scale projects in an administrative or similar role.	Application/ Interview
2	Demonstrable experience of providing excellent customer service with the ability to remain calm, diplomatic and composed.	Application/ Interview
3	Experience of working in a similar or other support role with responsibility for maintaining and/or developing processes to enhance the customer experience, meeting regulatory requirements and providing administrative support to home-based staff or geographically dispersed colleagues and volunteers	Application/ Interview
4	Knowledge and awareness of Health and Safety, Safeguarding, GDPR; knowing when to escalate issues.	Application/ Interview
5	An enthusiastic and flexible approach, able to work closely and adaptively with the immediate team and collaboratively across the wider organisation.	Application/ Interview
6	Excellent planning and organisational skills with good attention to detail. A proactive and conscientious person with the ability to work on multiple projects/tasks simultaneously.	Application/ Interview/Test
7	Excellent working knowledge of MS Office applications especially Excel and Word.	Application/ Interview
8	Experience of working as part of a team, as well as with minimal supervision and using own initiative.	Application/ Interview
9	Able to record and maintain accurate and up to date personal and numerical data.	Interview/Test
10	Strong empathy for the needs of volunteers, people with arthritis and staff (particularly home-based).	Application/ Interview

## Desirable requirements

Requirement	Evaluation Stage
1 Knowledge of continuous improvement.	Application/ Interview/Test
2 Experience of working in a similar environment supporting the effective management and use of multi-site facilities.	Application/ Interview
3 An interest in improving the lives of people with arthritis and the willingness to gain knowledge of arthritis and musculoskeletal conditions.	Application
4 Knowledge and understanding of the Voluntary sector in the nation and the environment Versus Arthritis operates in.	Application/ Interview
5 Ability to communicate through the medium of Welsh.	Application

## Values and behaviours

Our values and behaviours framework underpins our daily working lives at Versus Arthritis. Its primarily for employees, volunteers and trustees and describes the expectations we have of each other, and our individual and collective commitment to the organisation.

Our values and behaviours directly support our brand identity and our customer experience principles. Even though the language may not be exactly the same, the principles and ideas are all consistent with our purpose and identity as Versus Arthritis.

- We value our contribution to a truly **inclusive** and **flexible** organisation, that prioritises people's **health and wellbeing**.
- We value **learning** to increase our impact for people affected by arthritis.
- We value being **accountable** for our actions and have **high expectations** of each other.
- We value **persevering** with challenges when we know **it's the right thing to do**.