

JOB DESCRIPTION AND PERSON SPECIFICATION

POST:	Administrator
LOCATION:	WRAP Office
REPORTING TO:	Business Director
RESPONSIBLE FOR:	Administration, Social Media & Event Planning
SALARY:	£18,525 to 22,000 (100% post)

This post requires flexibility and capacity to work as required to achieve the overall aims and objectives of WRAP and its projects. With WRAP, this is achieved through understanding and working with restorative and co-operative principles. This includes treating everyone fairly, being open and honest, offering and receiving high support and high challenge, working in partnership and changing to improve. It is vital that every member of staff gains understanding of, and engagement in, the significance and relevance of restorative and co-operative values and behaviours.

KEY RESPONSIBILITIES

1. Oversee and complete general administration tasks, including supervising outsourced admin tasks
2. Liaising with clients and booking training dates and times
3. Scheduling and preparing for meetings, taking minutes, disseminating information and monitoring action plans
4. Managing team calendars in Outlook with Zoom/Ms Teams integration
5. Prepare social media posts content across all channels for a variety of audiences
6. Contribute to the content and upkeep of the website, including use of CRM & learning management system
7. Reception duties including welcoming visitors, answering telephones and responding to emails.
8. Planning and co-ordinating events/conferences
9. To support the Company Secretary by completing administration relating to organisation governance including Board liaison
10. To lead on administration process for AGORED and other qualifications
11. To support the reporting requirements of WRAP by collating information and reports, and maintaining databases as requested
12. Administering, creating and following policies, procedures and processes, including business, practice and training processes
13. Regularly collating and sharing newsletters

14. Collating and placing IT enquiries and fault reports
15. To administer membership and partnerships
16. Creating marketing, training, practice and other reports, some monthly, some annually
17. Data entry and collating feedback and client reports.
18. Support Business Director in external meetings and producing minutes (SIP Meetings)
19. Supporting volunteers
20. Sending welcome packs to clients
21. Monitor and update the Capacity Plan

Generic Roles

1. To be a role model at all times, modelling restorative approaches.
2. To model co-operative principles by taking initiative as an equal member of the WRAP community. Taking ownership and responsibility for relationships, decision making and business growth.
3. To support the WRAP board of Directors and Chief Executive in successful realisation of their vision, mission and plans.
4. To represent WRAP with external agencies as required in the performance of duties or as directed by your Line Manager.
5. To encourage membership of the organisation.
6. To be involved in continually reviewing, evaluating, improving and optimising the effectiveness and efficiency of service delivery.
7. To achieve agreed targets and performance indicators across all areas of responsibility.
7. To adhere to all policies, health and safety and security measures in accordance with statutory and organisation requirements.
8. To actively develop yourself through staff development and training activities and to review your own performance and the performance of those who are responsible to you.
9. To be willing to work outside normal office hours including occasionally working on weekends.
10. A willingness to travel throughout Wales, a clean driver's licence and the use of a car.
11. To undertake any other duties consistent with the key responsibilities and duties of the post, as directed by your Line Manager.

PERSON SPECIFICATION AND JOB COMPETENCIES

Experience

Essential	Desirable
Excellent in all key IT packages including Word, Access, Outlook, Excel, Microsoft Teams & Zoom	Administration linked to project set up and governance
On-line learning administration	Assisting a Company Secretary with organisation governance administration
Excellent customer service & people skills	Working restoratively
Minute taking skills	Establishing and maintaining quality systems
Typing skills/ data entry	Basic publishing and graphic design
Online content management e.g. website	Personal assistance
Marketing and event planning	Media knowledge and experience
Creating and maintaining record systems	Online content management e.g. website
Document preparation and storage	Mentoring and/or line management experience
Working with an Exchange network	Working with volunteers
Reception experience	
Using social media platforms including Facebook, Twitter, You Tube and LinkedIn	
Team membership	

Qualifications

Essential	Desirable
GCSE Maths and English	Business administration
IT	Welsh
	Media and communications
	Basic restorative approaches training

Skills/ Attributes

Essential	Desirable
Restorative interpersonal skills	
The ability to work flexibly and meet deadlines	Innovative and creative
Establish, develop and maintain effective, restorative working relationships	The ability to speak Welsh
Ability to work to organisation quality standards to ensure high quality	Experience of line managing teams
Diary management	Budget management and financial reporting

Provision of an excellent customer service experience	Knowledge and skills in administration of qualifications eg Agored
Ability to set and prioritise own objectives	
Excellent organisational skills	
Highly motivated and enthusiastic	
Strong commitment to a positive culture of continuous improvement	
Report writing, including all kinds of reports for a variety of purposes	
Ability to interpret analyse and present information	
Ability to demonstrate initiative	
A good standard of English: spoken and written	
Attention to detail	