



Partneriaeth Gweithredu  
Adferol Cymru  
Wales Restorative  
Approaches Partnership

Role: Administrator

Closing Date: 1/12/2020

Interview Date: 7/12/2020

Salary range: £18,525 to £22,000 (dependent on experience)

Benefits: Company pension scheme and childcare voucher scheme

Annual leave entitlement: 33 days (25 days plus 8 days bank holidays)

## About us

Wales Restorative Approaches Partnership (W.R.A.P.) is a Community Interest Company, not for profit, multi-stakeholder, co-operative company. The organisation is a centre of excellence for delivering restorative approaches training, practice and consultancy. We work across all sectors, and enjoy partnerships with many of those people we work with. Established in 2014 by a small team to deliver restorative approaches to service users within various sectors including education, criminal justice, families, business and communities. We are sector leaders of restorative practices and hold the Restorative Justice Council Training Provider Quality Mark. Whilst still a relatively new organisation, we are experiencing a period of growth and need to expand our team. We are a small, friendly team and need someone who is highly motivated, creative and flexible to join us.

## The role

As our Administrator you will play a pivotal role within our organisation. The role is diverse, and you will need excellent customer services and I.T. skills as you will be the main point of contact between our clients and Trainers. You will work closely with all members of the team in different aspects of the role including arranging training dates with Trainers, keeping abreast of social media posts and marketing opportunities, and attending quarterly Board meetings.

## Key Responsibilities (but not limited to)

- Oversee and complete general administration tasks
- Liaise with clients to booking training dates and/or times
- Scheduling and preparing for meetings (including Board Meetings), taking minutes, disseminating information and monitoring action plans

- Managing team calendars in Outlook integrating Zoom and MS Teams
- Prepare social media posts content across all channels for a variety of audiences
- Contribute to the marketing function
- Contribute to the content and upkeep of the website, including use of CRM and Learning Management System
- Reception duties
- Planning and co-ordinating events/conferences
- To lead on administration for AGORED and other qualifications
- To support the reporting requirements of W.R.A.P. by collating information and reports, and maintaining databases as requested
- Administering, creating and following policies, procedures and processes, including business, practice and training processes
- Creating marketing, training, practice and other reports, some monthly, some annually
- Data entry and collating feedback and client reports.
- To handle personal data in accordance with the organisation's data protection policy.
- Adhere to the company's policies and procedures always, including Safeguarding, Equal Opportunities, Quality, Health and Safety and I.T.
- To undertake any other duties, as required, appropriate to the post.

## Person Specification - Qualifications & Experience

### Essential

- Understanding of Restorative Approaches
- Previous and diverse administration experience, skills and knowledge
- GCSE Maths and English is essential, as is the ability to demonstrate a good standard of the English language including spoken and written
- Previous administration experience
- Excellent I.T. skills including Outlook, Word, Excel, Zoom and Microsoft Teams
- To be a role model at all times, modelling restorative approaches

### Desirable

## Behaviours / Capabilities

- Excellent interpersonal skills, the ability to work independently and in a team environment
- Ability to meet deadlines
- Attention to detail
- Ability to initiate, maintain and develop effective working relationships at all levels, both internal and external to WRAP
- Approachable and non-judgemental manner
- Good listening and verbal communication skills both face to face and on-line

- Ability to organise and manage a varied workload with conflicting priorities
- High levels of initiative and motivation
- Experience of working with a learning management system and client relationship management system (desirable)

In order to apply for the role, please refer to the Job Description and send a completed Application Form to [contactus@restorativewales.org.uk](mailto:contactus@restorativewales.org.uk). We will not accept a CV in the place of an Application Form. Applications will be accepted up to 10am on 1/12/2020.

If you wish to speak to us regarding the role, please call 02920 464950.