



**Welsh Women's Aid**  
**Job Description**

<b>Job title:</b>	<b>Business Support Officer</b>
<b>Salary:</b>	<b>£21,269 – £22,129 per annum pro rata</b>
<b>Responsible to:</b>	HR and Business Support Manager
<b>Hours:</b>	Full time or part time hours available
<b>Location:</b>	Blended approach of home-based and office-based work available, subject to regular attendance at our North Wales office (near Caernarfon)
<b>Contract length:</b>	Permanent
<b>Job Purpose:</b>	<p>A key member of the Business Support team, this post will work closely with other Business Support Officer(s), who together provide the bilingual (Welsh and English) first point of contact for Welsh Women's Aid in person, via email and website contacts and via telephone in a busy office environment.</p> <p>The role is responsible for ensuring high quality communication and administrative systems are maintained within the organisation, carrying out a wide variety of administration tasks on behalf of the Business Support and wider staff team to enable them to carry out their work efficiently.</p> <p>The role will support the internal systems in place to maintain organisational compliance with relevant health and safety legislation, information security protocols and HR processes, and ensure the smooth running of our two offices.</p>



### **Job Details: Main duties**

#### **1. Strategy**

- Contribute to the development of Welsh Women's Aid annual plan.

#### **2. Working with others**

- Greet visitors and callers and respond to online requests for information; handle their enquiries and signpost to the appropriate people or more relevant agencies.
- Be able to articulate the work of Welsh Women's Aid and the philosophy behind our work to stakeholders.

#### **3. Strengthening the movement**

- Ensure that up-to-date information is available to members and stakeholders.
- Responsible for maintaining up to date information on the central Welsh Women's Aid website.
- Assist in the coordination of internal and member meetings, and conferences and other public facing events.

#### **4. Administrative support**

- Maintain efficient and effective office administration systems in the office and support colleagues with a variety of administration tasks.
- Assist the Finance Officer in financial administration tasks including data entry, generating sales invoices and reconciling payments as needed.
- Provide administrative support for the WWA internal data protection working group, safeguarding group, and other working groups as required.
- Support recruitment and induction activities including administrative support for the recruitment process, liaising with applicants, supporting the interview process and supporting the induction process.
- Support the office management, contract management and Health and Safety management of the organisation, including services to the offices such as photocopier, cleaning and maintenance.
- Coordinate the online booking system for accessing the WWA offices.
- Arrange internal and external meetings as required, including diary management, minute taking and updating actions logs.
- Liaise with external IT support provider, logging staff IT issues and following up as needed.
- Order and dispense office supplies.
- Set up and maintain filing and distribution systems for records, correspondence and other material including promotional materials.
- Coordinate travel and accommodation bookings for Welsh Women's Aid staff and volunteers.
- Compile and distribute the e-newsletters.



## **General Responsibilities**

- Be responsible for individual work plan activity and, working with the HR and Business Support Manager, set and agree clear objectives, and regularly monitor performance.
- Champion an intersectional feminist approach to working and actively contribute to WWA's intersectional approach.
- Actively participate in the ongoing developing and implementation of Business Support teams' anti-racism and intersectionality work.
- Be responsible for personal learning and development and keep up to date on any learning relevant to the role.
- Participate in supervision, training and meetings as required, and assist in the development of services in line with agreed development plans.
- Take direction on projects and priorities from your line manager, which may vary from time to time.
- Oversee the work of volunteers or temporary support staff as required.
- Carry out word-processing, filing, and administrative tasks necessary to comply with the job description.
- Assist in the organisation of conferences or events organised by WWA, if required.
- Work within the values, policy and practices of WWA.
- Ensure WWA complies with the law and best practice in respect of data protection, health and safety regulations, and equality and diversity requirements.
- Responsible for undertaking any other duties appropriate to the post.

## **Variation Clause**

Welsh Women's Aid reserves the right, following full and reasonable consultations with the member of staff and their trade union or other representatives, to vary, add to or alter any of the terms and conditions of employment attached to this post.

This job description will be reviewed annually and may need to be revised according to the priorities of current workload with the agreement of the Executive Board and the CEO.

The performance of the post holder will be monitored through regular supervision by the line manager and reviewed at each annual appraisal. The post holder is expected to produce regular reports for monitoring and review by their line manager and Chief Executive as required.

## **General Information and Conditions of Service**

- 5 weeks holiday (pro rata) per year, plus statutory holidays.
- Welsh Women's Aid contributes a sum equivalent to 6% of the annual salary to the company pension scheme following successful completion of 6 months probationary period, and subject to staff contribution as part of auto-enrolment.
- Overtime is unpaid; time in lieu is to be taken in consultation with the line manager.



**Business Support Officer**  
**Person Specification**

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Ability to maintain efficient and effective office administration systems and excellent organisational skills.</li> <li>• Very good communication skills and ability to communicate appropriately with a wide variety of stakeholders.</li> <li>• High level of IT skills across a range of packages, in particular MS Office, with the ability to learn new systems.</li> <li>• Comfortable using a range of communication methods including phone calls, emails, chat channels and face to face.</li> <li>• Ability to work on own initiative and prioritise own workload.</li> <li>• Effective time management skills and the ability to work to deadlines.</li> <li>• Ability to assess requests for information and sign-post accordingly.</li> </ul>	<ul style="list-style-type: none"> <li>• Bi-Lingual in Welsh and English, both spoken and written.</li> </ul>
<b>Qualifications</b>	No formal qualifications are required for this role, although evidence of any relevant learning is advantageous.	<ul style="list-style-type: none"> <li>• Level 2 Diploma in Business and Administration or equivalent/higher</li> <li>• Level 3 NVQ for IT users or equivalent/higher</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working productively in a busy office environment.</li> <li>• Experience of setting up and maintaining spreadsheets.</li> <li>• Experience of acting as a first point of contact for callers and visitors.</li> <li>• Experience of devising and maintaining information and filing systems.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of using CMS systems.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Has a clear understanding of and commitment to equal opportunities, inclusion and anti-racism.</li> <li>• Understanding of data protection requirements.</li> </ul>	<ul style="list-style-type: none"> <li>• Has an understanding of gendered analysis and a commitment to a woman-centred approach to domestic abuse.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Able to demonstrate a commitment to, and understanding of, the aims and objectives and values of Welsh Women's Aid, including a promoting anti-discriminatory practice and equal opportunities.</li> <li>• Flexible attitude to hours of work and adaptable to change.</li> </ul>	