

JOB DESCRIPTION AND PERSON SPECIFICATION

POST:	Administrator
LOCATION:	WRAP Office
REPORTING TO:	Business Director
RESPONSIBLE FOR:	Administration
SALARY:	£26,000 (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 and reception duty tasks
2. Liaising with clients, booking training dates and times, and sending relevant documents
3. Managing team calendars in Outlook with Zoom/MS Teams integration
4. Monitor and update data in the Capacity Plan/Booking System
5. Contribute to the content and upkeep of the website, Client Relationship Management & Learning Management Systems
6. Responsibility for day-to-day IT issues, including fault reporting and resolving
7. Assist with finance transactions such as raising quotations and approving payments
8. Responsible for maintaining the overall functionality of office operations, including procuring supplies.
9. Scheduling and preparing for meetings, taking minutes, disseminating information and monitoring action plans
10. Oversee social media posts content across all channels for a variety of audiences
11. Contribute to the content and upkeep of the website, including use of CRM & learning management system
12. Planning and co-ordinating events/conferences
13. To support the Company Secretary by completing administration tasks in relation to organisation governance, including Board liaison

14. To support the reporting requirements of WRAP by collating information and reports, and maintaining databases as requested
15. Creating marketing, training, practice and other reports, some monthly, some annually
16. Data entry and collating feedback and client reports.
17. Support the Senior Leadership Team in external meetings and produce minutes

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.
8. To adhere to all policies, health and safety and security measures in accordance with statutory and organisation requirements.
9. 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.
10. To be willing to work outside normal office hours including occasionally working on weekends.
11. A willingness to travel throughout Wales, a clean driver's licence and the use of a car.
12. 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 Outlook, Excel, Word, Access, Microsoft Teams & Zoom	Administration linked to project set up and governance
Diary management	Reception experience
Minute-taking skills	Assisting a Company Secretary with organisation governance administration
Establishing and maintaining quality systems	Working restoratively

Excellent customer service & people skills	Online content management e.g. website and learning management systems
Using social media platforms including Facebook, Twitter, You Tube and LinkedIn	Media knowledge and experience
Creating and maintaining record systems	Basic publishing and graphic design
Typing skills/ data entry	Online learning administration
Marketing and event planning	Team membership
Mentoring and/or line management experience	

Qualifications

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

Skills/ Attributes

Essential	Desirable
Attention to detail	Ability to interpret analyse and present information
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 in line managing teams
Provision of an excellent customer service experience	Budget management and financial reporting
Restorative interpersonal skills	Knowledge and skills in administration of qualifications e.g. 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 demonstrate initiative	
A good standard of English: spoken and written	