Support Staff Job Description

Job family:	**Business Management and Administration**
Pay band:	**Band 2**
Salary range: **(pro-rata)**	**£33,233 – £42,727** All new staff are expected to enter on the scale minimum of the appropriate pay band. Individual staff will, subject to satisfactory performance, move up the incremental scale one point at a time on the anniversary of their commencement of employment until they reach the scale maximum for their band.

Job title:	**Office Coordinator**
Reference:	**MBS-275-26**
Office of:	**Paul Rock MS**
Working hours:	**29.6 hours per week**
Appointment type:	**Permanent** As a Member of the Senedd, I hold office as an elected representative; when I cease to be a Member of the Senedd, this position will be made redundant.
Location:	**Tŷ Hwyel** There may be a requirement for the role holder to travel for work occasionally. There may be a requirement to visit a range of locations across my constituency, including rural locations, where public transport may not be available.

Additional information:
I am an equal opportunities employer and welcome applications from all suitable persons including people from the following protected characteristics (race, sex, disability, religion/belief, sexual orientation, gender identity, marriage / civil partnership, pregnancy / maternity or age).
Please note that appointment will be subject to references and a security check.

About the role

Business Management and Administration

Jobs in Business Management and Administration are responsible for the provision of managerial, specialist and administrative support at a level appropriate to the grade. The work undertaken may include providing secretarial, clerical and administrative support; implementing policy and processes; providing specialist / expert advice and support for example in relation to finances or people management; leadership and project management.

The key characteristics are:

- Develop and maintain relationships that support internal and external networks.
- Represent the work area at meetings.
- Coordinate the workflow and outcomes of a small team performing related tasks.
- Undertake research and analysis in relation to Member or office activity.
- Higher grades likely to contribute to the setting of the direction of work priorities and practices, monitoring workflow and identifying training needs for lower levels.
- Assist in the management of corporate functions including human resources, property, health and safety and data protection.
- Prepare correspondence and reports including emails and letters on routine and more complex matters.
- Undertake or oversee buildings management services.
- Assist in contract management and administration.
- Assist in and support staffing processes.

Purpose of the job

A **Band 2 Business Management and Administration Officer** working for a Member of the Senedd undertakes a wide range of work relevant to the smooth running of the Member's office and their daily work. Such work may include finance, diary management, record keeping or people related work.

Person specification

Skills and behaviours
• Be proficient with the tools and equipment for the job, for example, standard software packages and have experience of using online media in a work context. • Expertise in the use of Outlook to manage high volumes of correspondence. • Well-developed oral and written communication skills including the ability to use professional discretion in managing sensitive communications, and tailoring responses to the appropriate audience.. • Understanding of, and commitment to, combating discrimination and promoting the equality of opportunities and the Nolan Principles of Public Life. • The ability to work collaboratively as part of a small team. • Skills to plan and deliver internal office meetings; including agenda preparation, chairing and managing outputs. • The ability to track and monitor actions agreed at meetings, and follow up on delivery. • The ability to manage own workload, and oversee outputs of others, whilst adapting and responding to daily priorities, as well as assisting the in the delivery of the Members' longer term objectives.
Knowledge and experience
• Experience of working effectively within working effectively with elected Members within a parliamentary political environment (MS, MP, MSP or equivalent) • Understanding of the work of the Senedd and of a Member of the Senedd. • A good understanding of the legal and regulatory frameworks within which Members and Groups operate. This includes both Senedd frameworks (standards of conduct and expenditure) as well as broader and general frameworks. Able to provide informed advice to Members and colleagues. • Experience of working in teams, with the ability to coordinate staff, interns, and volunteers effectively and in line with the Member's strategic priorities. • Experience managing the delivery of projects/strategy/actions, to see that steps agreed at meetings are delivered with the appropriate and timely use of resources. • Knowledge of law and good practice related to data protection and information security. • Experience and practical understanding of law and good practice regarding health, safety and wellbeing, including risk assessments, control measures, and knowing when to seek competent advice. • Experience implementing proportionate safeguarding measures related to children

and vulnerable adults.
Desirable criteria
• An understanding of current affairs and issues of relevance to Wales and the local area, an interest in the Welsh political system. • Sympathetic to the aims and values of the Member's Party.
Qualifications
• The ability to demonstrate knowledge or experience of a range of work procedures based on relevant work experience and/or vocational qualification e.g. NVQ level 3 or 4 or equivalent in a relevant subject. • Demonstrable numeracy and literacy skills e.g. English / Welsh and Maths GCSE (or equivalent) at Grade C or above or suitable alternative experience.
Language skills
• Desirable / non-essential: The ability to work in both Welsh and English. • Desirable / non-essential: An appetite to further develop Welsh Language skills.

Main duties

Office management and staff management

- Run the day-to-day operations of the Member's office.
- Oversee the work of more junior staff and interns.
- Ensure compliance with Senedd rules and financial regulations including the Determination; planning and budgeting the constituency work budget, and tracking and managing spend.
- A range of administration activities including effective records, correspondence and inbox management and audit related activity.
- Ensure office resources are used effectively.
- Ensure that a safe working environment is maintained. Assist in the provision of buildings management.
- Ensure compliance with Senedd policies and ethical guidelines.
- Undertake straightforward quality assurance tasks or activities; check the accuracy of information and work.
- Plans and manage their own workload and workloads of others in line with Member requirements.
- Take decisions where limited or no advice, guidance or precedents is available in line with Member wishes.
- Perform other duties as required to support the Member that are commensurate with this band.

Workplace obligations

Data protection / information security:

- Coordinate activities and provide guidance to enable the Member to comply with their obligations related to data protection and information security in accordance with relevant legislation and codes of practice.

Health, safety and wellbeing:

- Coordinate activities and provide guidance to enable the Member to comply with their obligations related to health, safety and wellbeing in accordance with relevant legislation and codes of practice.

Safeguarding:

- Coordinate activities and provide guidance to enable the Member comply with their obligations related to safeguarding of children and vulnerable adults in accordance with relevant legislation and codes of practice.

Other

- Operate within the legal and regulatory frameworks within which Members and Groups operate, including Senedd frameworks (standards of conduct, expenditure etc) and broader and general frameworks (legal duties).
- Perform other duties as required to support the Member that are commensurate with this band.