Support Staff Job Description

Job family:	**Business Management and Administration**
Pay band:	**Band 3**
Salary range: **(pro-rata)**	**£27,129 - £33,873** 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:	**Administration Assistant**
Reference:	**MBS-234-26**
Office of:	**Art Wright MS**
Working hours:	**18.5 hours per week (2 positions available)** Some evening and weekend work will be required. There may be a requirement for the role holder to work outside of the normal working hours.
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:	**Constituency office 80% Senedd 20%** There may be a requirement for the role holder to travel for work occasionally.

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 3 Business Management and Administration Officer** working for a Member of the Senedd would typically be responsible for assisting with all aspects of running the Member's office including providing administrative support directly to the Member.

Person specification

Skills and behaviours

- Expected to develop proficiency in an area of administrative work; able to answer a standard range of queries from others and know when to refer on more complex queries.
- Expected to be proficient with the tools and equipment for the job. Effective IT Skills particularly using Microsoft packages such as SharePoint, Word, Outlook and Excel.
- Good oral and written skills.
- Effective organisation and planning skills.
- Ability to demonstrate sensitivity and ensure that the highest standards of confidentiality are upheld.
- Understanding of, and commitment to, combating discrimination and promoting the equality of opportunities and the Nolan Principles of Public Life.
- Ability to work collaboratively as part of a small team.

Knowledge and experience

- Knowledge and understanding of issues relevant to the local area.

Data protection / information security:

- Knowledge of law and good practice related to data protection and information security.

Health, safety and wellbeing:

- 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.

Safeguarding:

- 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 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
• non-essential: The ability to work in both Welsh and English.

Main duties

Administrative duties

- Manage emails, letters, and phone calls from constituents, stakeholders, and government bodies.
- Organise the Member's schedule, including meetings, events, and travel arrangements.
- Keep records, handle correspondence, and ensure office supplies are maintained.

Constituency work

- Support research on local issues and government policies.
- Help draft responses and briefing notes for the Member.
- Support the Member's constituency work.

Business and office management

- Support the Member in managing their staff and office resources efficiently.
- Ensure compliance with Senedd policies and ethical guidelines.
- Help maintain office equipment and premises.
- Plan and manage their own workload and workloads of others in line with Member requirements.

Workplace obligations

Data protection / information security:

- Support and advise 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:

- Support and advise the Member to comply with their obligations related to health, safety and wellbeing in accordance with relevant legislation and codes of practice.

Safeguarding:

- Support and advise the Member to 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.