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**Job Pack**

**Corporate Services Officer**

June 2024

Dear applicant,

Thank you for enquiring about our vacancy for Corporate Services Officer.

Enclosed with this information, you will find the Job Description and Person Specification. This will help you understand what the job and the role are all about.

You will also find an application form, along with details of salary and terms and conditions.

When writing your application, please ensure that you include all your relevant qualifications, experience, knowledge and skills, and that the points in the essential criteria for the post are covered.

We hope to hear from you soon,

Best wishes,



Chris Jones

Chief Executive

Care & Repair Cymru.

**Care & Repair Cymru**

Care & Repair Cymru is a registered charity and the national body of Care & Repair in Wales.

We passionately believe in the rights of older people to have decent housing and to live independently at home for as long as they wish. Through listening to the needs of older people, research, campaigning for improved government policy, and working in partnership with other organisations we champion the housing needs of older people in Wales, and improve the homes they live in.

Care & Repair Cymru supports 13 Care & Repair Agencies to deliver their services across all Wales’s communities. We provide a single voice for sharing outcomes and impact of services, advocate for grant funding for core services, provide project funding for specialist services, and provide training and marketing expertise for the Care & Repair sector.

**Our Vision:**

A Wales where all older people can live independently in warm, safe and accessible homes.

**Our Mission:**

We provide leadership, expertise, innovation, advocacy, resources and evidence to support investment that ensures all older people in Wales can live independently in warm, safe, accessible homes.

**JOB DESCRIPTION**

**Post: Corporate Services Officer**

 Maternity Cover - 9 month post

**Salary:** £27,009 (£16,205, 3 days pro rata)

**Reports to:** Corporate Services Manager

**Responsible for:**  No direct reports

**Based**: Care & Repair Cymru Offices, Cardiff.

 Hybrid Working Policy in place**.**

**Hours:** Part time, 21 hours per week

 Maternity Cover – 9 month post

**Key Contacts:** Care & Repair Cymru staff team, Care & Repair Agencies, Care & Repair key partners and stakeholders, Care & Repair clients.

**Main purpose:**

* To provide support for the Corporate Services Team, working closely with the Corporate Services Manager and other colleagues.
* To support the Corporate Services Manager and the Conference Project Team with the planning arrangements for Care & Repair Cymru’s Annual Conference.
* To support the Finance Manager with daily finance administration.
* To monitor and provide reports on the use of the 0300-telephone number across Care & Repair Cymru and Care & Repair Agencies.
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* To provide administrative and other support to the wider work within Care & Repair Cymru as required and directed by senior staff, including answering telephone calls.

**Key tasks**

1. To provide efficient and friendly administrative services for Care & Repair Cymru, including but not limited to monitoring and acting on incoming emails to the @careandrepair enquiries mailbox, word processing, note taking, filing, photocopying, training room preparation for events and meetings, visitor meet and greet.
2. To respond to general telephone and client calls in a friendly and

 efficient manner, referring clients to C&R Agencies as necessary in response

 to their enquiries.

1. To support the organisation and planning of the Care & Repair Annual Conference including:
* Supporting the Corporate Services Manager and Conference Project Team with the Conference Project Plan.
* Venue booking and liaison.
* Liaison with and booking exhibitors.
* Point of contact for enquiries from delegates, exhibitors and speakers.
* Liaison with external suppliers e.g. audio visual and translation services.
* Provision of on-the-day logistical support and set up, greeting, reception services, and delegate support.
1. To monitor use and provide statistics and a monthly report on the operation of the 0300-telephone number.
2. Provide administrative support to the Finance Manager, processing purchase invoices, purchase orders, creating sales invoicing and processing purchase payments as required.
3. To provide administrative and other support to the wider work within Care & Repair Cymru as required and directed by senior staff.
4. Specific targets and agreed outcomes relating to all the above to be agreed with the Corporate Services Manager, with specific objectives forming a part of Care & Repair Cymru’s Annual Plan.

**General duties**

* Represent CRC at all levels in a professional and ethical manner.
* To maintain excellent external relationships with stakeholders
* To maintain good relationships with C&R Agencies and all other relevant stakeholders, contacts and partners.
* To support the Chief Executive, Corporate Services Manager and Board.
* Carry out all tasks in accordance with the organisation’s policies, including the Equal Opportunities Policy and the Welsh Language Scheme.
* Any other duties the Corporate Services Manager and Chief Executive reasonably requests to be undertaken.
* Travel across Wales with occasional overnight stays will be part of the working practice.

**PERSON SPECIFICATION**

Listed below are the requirements needed to undertake this job. These will form a key part of the selection process and your ability to meet these criteria should be demonstrated in the relevant sections of the application form.

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| --- | --- |
| **CRITERIA** | **NECESSARY REQUIREMENTS** **E (Essential) D (Desirable)** |
| **Qualifications** | English and maths O level/GCSE or equivalent. |
| **Essential Experience, Knowledge Qualities and Skills** | * Working to deadlines and within a pressured environment.
* Highly motivated, self-starter and “can do” attitude.
* Able to work on own initiative.
* Excellent time management and organisation skills.
* Excellent relationship management and communication skills.
* Good interpersonal and customer service skills.
* Good report writing
* Ability to work effectively with people across a wide range of levels and responsibilities.
* Ability to think creatively, generate new ideas.
* Able and confident to work on own initiative whilst still being part of a team.
* Excellent IT Skills – proficient in Excel, Microsoft Office and able to use departmental systems and databases.
* Ability to work within a team and contribute towards shared goals**.**
* Good communication skills, both oral and written.
* Ability to be flexible.
* Good attention to detail.
 |
| **Desirable**  | * Further education relevant qualification.
* Experience of organising Conferences, training and events.
* Previous experience of Xero accounting software.
* Ability to speak and write Welsh.
* Experience of using social media platforms for promoting the organisation.
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**Location**

The post will be based at Care & Repair Cymru, East Moors Road, Cardiff.

The post may occasional work outside normal office hours, for which flexi time is applicable.

Hybrid Working Policy in place, routinely involving a minimum one day office based, with two days working from home for a 3 day/week part time post.

Occasional travel within Wales to attend events and conferences.

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| **Position applied for:** | **Corporate Services Officer - Maternity Cover 9 month post** |
| **Closing date:** | **8 July 2024, 12pm** |

**1 Personal details**

|  |  |
| --- | --- |
| **Surname:** |   |
| **Forenames:** |   |
| **Current address:** |    |
| **Day time telephone number:** |   |
| **Evening telephone number:** |   |
| **Mobile Number** |  |
| **Email Address** |  |

**2 Employment history**

|  |  |
| --- | --- |
| **Present post:** | **Job title:** |
|   |   |
| **Employer:** | **Date started:** |
|   |   |
| **Salary and benefits:** |
|  |
| **Major duties and responsibilities:** |
|   |
| **Previous posts (please start with the most recent):** |
| **Job title and salary:** | **Employer:** | **Dates (from-to):** | **Reason for leaving:** |
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|   |   |   |   |
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|   |   |   |   |

**3 Education and training**

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| --- | --- | --- |
| **Secondary education:** | **Dates attended:** | **Qualifications/grade:** |
|     |     |     |
| **Further/higher education:** | **Dates attended:** | **Qualifications (with date)/grade:** |
|     |     |     |
| **Other relevant training, professional qualifications or work related skills (for example languages, shorthand, etc):** |
|     |
| **Are you undertaking any course of study at present? (if so, please give details)** |
|     |
| **Do you have membership of any professional bodies? (if so, please give details, including any offices held)** |
|     |
| It is Care & Repair Cymru’s policy to verify the qualifications of all successful job applicants and you may be asked at a later stage in the recruitment process for your consent to checks being carried out. |
|  4 **Response to the Person Specification**Please ensure that the details recorded are relevant to the person specification and job description for the post. Use additional sheets if necessary. |
| **Qualifications and Experience** |
| **Knowledge, Skills and Personal Qualities** |
| **Key achievements (work and non work related)** |
| **Please state why you are applying for the post** |
|  **5 Other details** |
| What is the notice required in your present post? |
| Is your present post your sole regular employment? | Yes | No |
| Are you a British subject or a national of any EU country? |
|   |
| If not, do you have the right to work in the UK and a current work permit? |
|   |
| If so, please state the expiry date of your right to work in the UK and/or your work permit. |   |
| Do you have a full driving licence? | Yes | No |
| Do you have any current endorsements? | Yes | No |
| Do you have use of a car? | Yes | No |
| Where did you see the advertisement for the post? |

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| **Disabilities** |
| **Do you require any special arrangements to be made for your interview on account of a disability?**  | Yes | No |
| If "yes", please give brief details of the effects of your disability on your day-to-day activities, and any other information that you feel would help us to accommodate your needs during your interview and thus meet our obligations under the Equality Act 2010:   |

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| **Convictions**Have you ever been convicted of a criminal offence? If so please give details of any unspent convictions. Spent convictions do not have to be declared as the job is not one covered by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975.   |

**6 References**

Please give the details of two referees, stating how long you have known them. (One should be your current or most recent employer.) References for shortlisted candidates will be taken up before interview unless you request otherwise.

|  |  |
| --- | --- |
| **1. Name:** | **2. Name:** |
|   |   |
| **Address:** | **Address:** |
|     |   |
| **Telephone number:** | **Telephone number:** |
|   |   |
| **Email address:** | **Email address:** |
|  |  |
| **Relationship to you:** | **Relationship to you:** |
|   |   |
| **May references be taken up before interview?** YES/NO | **May references be taken up before interview?** YES/NO |

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| **Data protection**Information from this application may be processed for purposes registered by Care & Repair Cymru under the Data Protection Act 1998. Individuals have, on written request [on payment of a fee] the right of access to personal data held about them.I hereby give my consent to Care & Repair Cymru to process the data supplied in this application form for the purpose of recruitment and selection.**Declaration**I declare that the information given in this application is to the best of my knowledge complete and correct.Signed: Date:Note: Any false, incomplete or misleading statements may lead to dismissal. |

**Equal Opportunities Form**

**Age**

18-20 [ ] 21-24 [ ] 25-29 [ ] 30-39 [ ] 40-49 [ ] 50-59 [ ] 60-64 [ ] 65+ [ ]

Prefer not to answer [ ]

**Gender**

Man [ ] Woman [ ] Transgender [ ]

Prefer not to answer [ ]

**Ethnic Origin**

White British [ ] Irish [ ] Other [ ]

Black Black [ ] African [ ] Caribbean [ ]

 British

 Other [ ] Please specify \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Asian Asian [ ] Bangladeshi [ ] Indian [ ]

British

Pakistani [ ] Other [ ]

Mixed Race [ ]

Prefer not to answer [ ]

**Sexuality**

Lesbian [ ] Gay [ ] Bisexual [ ]

Hetrosexual [ ] **Prefer not to answer [ ]**

**Disability**

Do you consider yourself to have a disability? Yes [ ] No [ ]

If yes, please give details \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Prefer not to answer [ ]

**Religion**

Christianity [ ] Islam [ ] Judaism [ ]

Sikhism [ ] Hinduism [ ] Buddhism [ ]

No Religion [ ] Other [ ] Please specify \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Prefer not to answer [ ]

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**Corporate Services Officer - Maternity Cover 9 month post**

**Terms and Conditions**

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| **Location** | Mariners House, East Moors Road, Cardiff, CF24 5TDHybrid Working Policy in place, with a mix of 1 day office based (option to work more days in office), and 2 days home based. |
| **Salary** | £16,205 |
| **Hours** | Part time, 21 hours per week, Maternity Cover 9 month post . |
| **Holidays** | 25 days, rising by one day for each completed year of service, to a maximum of 30 days Up to an additional 4 days paid leave over the Christmas and new year period(dependent upon regular working days) |
| **Flexi Time** | Flexible working. Work between 7am – 7pm with no core hours.  |
| **Cash Health Plan** | Paid for cash health plan (Simply Health). |
| **Pension** | Defined Contribution Scheme3.8% Employer5% Employee, but additional contributions can be made. |
| **Learning and Development** | We are a Trusted Charity and support our team with training and development for job proficiency, personal and career development. |
| **Offices** | Modern offices with free onsite car parking. |