

Job Description

Job title:	Development Team Support Officer
Responsible to:	Governance Manager
Group(s):	Support, Voice
Activities:	Volunteering, Sustainable Resources, Governance, Strategic Partnerships, Events and Learning, Developing Skills and Knowledge, Digital Products, Safeguarding
Salary:	WCVA Grade B: £27,101 rising to £32,323 per annum The starting salary will be £27,101 with progress through the salary range linked to successful completion of probation period and our performance review process.
Annual Leave:	25 days per annum, plus bank holidays, plus five discretionary days.
Travel:	Use of public transport is preferred; when this is not convenient staff may use their own vehicles or the car rental system. Mileage rates are paid in accordance with recommended Inland Revenue rates
Hours:	35 hours per week; flexibly.

Superannuation: The post will attract a contribution of 9% of your annual salary to WCVA's approved pension scheme.

Welsh Language category: Essential

Language competency level: Foundation

AIM OF THE POST

As a support officer within the Support Group, you will provide support, facilitation and monitoring to the Support team functions: volunteering, sustainable resources and governance, with connections to digital and safeguarding. This will enable the effective and efficient delivery activities within these functions.

MAIN DUTIES

- Manage the enquiries inboxes of the Support team functions, including responding to and recording enquiries where possible, and flagging more complex enquiries to the relevant team member or WCVA colleague. Enquiries come from CVCs (County Voluntary Councils), national and local voluntary and community organisations, members of the public, staff in public sector organisations, and other WCVA staff.
- Provide administrative support for WCVA and TSSW (Third Sector Support Wales) network meetings, including organising meetings, preparing papers, sharing information, recording meetings, recording actions and maintaining a full audit trail of decisions.
- Support team members in the delivery of events, training and webinars.
- Liaise with the learning and events team to
 - ensure good coordination of events, training and webinars, and
 - continually improve the systems and processes in support of these activities
- Maintain accurate data on the CRM to record KPIs and membership of different networks and communities of practice across the governance, volunteering and sustainable resources activities.
- Supporting the flow of communication pieces i.e. case studies, blogs and articles from final production, through translation and via

communications colleagues to publishing (including for campaigns, such as Volunteers Week and Trustees Week)

- Provide administrative support, as needed, to work relating to the TSSW digital platforms: Volunteering Wales, Funding Wales and the Knowledge Hub. Such as:
 - Maintaining membership of online network groups
 - Publishing content developed by the team
 - Supporting quality assurance activities

This is not an exhaustive list. The post holder may be asked to carry out additional duties from time to time or, as required, by the developing needs of the service or organisation.

PERSON SPECIFICATION

The following are essential skills (candidates who cannot demonstrate these will not be short listed)

1. A commitment to WCVA's purpose.
2. A commitment to foster a culture of equity, diversity, inclusion, and anti-racism where everyone feels they belong. This requires actively challenging discriminatory practices, creating an environment where each individual has equal opportunities to thrive, and valuing diverse perspectives.
3. Excellent organisational ability and attention to detail to plan and deliver a full schedule of meetings involving a diverse range of external stakeholders.
4. Excellent administrative and secretariat skills (i.e. being the main point of contact for organising and supporting meetings and networks).
5. Ability to work with a network to plan and complete activities
6. Good communication skills to enable good working relationships with a diverse range of external stakeholders, including in person, in writing, by phone and using digital platforms.
7. Ability to maintain accurate records to monitor and report on progress and impact.
8. Ability to work on own initiative as well as part of a team.
9. Ability to plan and carry out work to meet imposed and anticipated deadline.

The following are key skills (these skills are needed for the role but could be acquired on the job or through training within 6 months of appointment)

1. An excellent understanding of the voluntary sector in Wales.
2. Ability to use WCVA's CRM system and other relevant software.

WELSH LANGUAGE REQUIREMENTS

This position requires Welsh language skill at proficiency level: foundation

This means you have the ability to:

Understand sentences when people talk slowly about everyday situations, for example, basic personal and family information, shopping, local area, employment, and what they have done or would do. Hold a basic conversation with someone else on a common everyday topic, for example, work, hobbies, preferences, things which have happened or future plans. Understand messages about everyday things and basic letters/emails. Write short notes to friends/colleagues, for example, to pass on a message.

Our Welsh Language Proficiency Framework can be found [here](#).