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**EYST Wales/ Cardiff Third Sector Council**

**BME Youth Invest Work Placement**

**Job Description**

**Job Title:** Admin Assistant

**Hours of Work:** 16 hours per week

**Location**: Baltic House, Mount Stuart Square, Cardiff

**Salary:** National Minimum Wage – age appropriate

**Responsible to**: Volunteer Manager

**Aims of the post**

The Administration Assistant will support a friendly team in the Cardiff Third Sector Council's office in Cardiff Bay. General duties include: working from our database to organize and tidy files, contacting organizations to ensure their documentation is up-to-date as per requirement, supporting with day-to-day office administration work including answering the telephone, emails and updating our membership spreadsheet. Desirable Skills: IT, Social Media, communication and planning skills are needed and an ability to prioritise and work well within a team.

**Key responsibilities:**

1. Respond to enquirers from different sectors and diverse backgrounds by phone, by email and in person, signposting to other organisations when appropriate
2. Process membership applications and renewals; update directories and databases
3. Run mailings and mail-merges when necessary
4. Process applications, maintaining and updating records.
5. You will work alongside the Office Administrator who will support you with the office based tasks to provide guidance and support when needed.
6. Assist the administrator with task as per requirement.
7. Carry out further duties appropriate to the post in furtherance of Cardiff Third Sector Council’s stated purpose.
8. Updating website, social media and using MS Office (Word, Excel and PowerPoint)

**Person specification**

1. Excellent written and verbal communication skills
2. Excellent organisational and administrative skills with the ability to work to tight deadlines
3. Proven ability to deal confidently with telephone enquiries from service users and other individuals and agencies from diverse backgrounds
4. Commitment to equality and diversity is essential
5. The ability to work effectively as part of a team - able to work with others, communicate effectively to achieve goals, provide help and assistance and share information with other team members
6. Be self-motivating and able to work on your own
7. Show initiative - take personal responsibility for getting things done, asking for advice when necessary
8. Develop ideas for improving the way tasks are done and take improvements forward
9. Manage time effectively - plan work to manage a number of tasks and be resourceful, with a flexible approach
10. Committed to excellence in client care
11. Be positive about working in a changing and challenging environment
12. Respect confidentiality and data protection
13. Make effective use of technology and use resources responsibly