

Job Description



Job Title: Communication & Events Administrator

Location: Groundwork Offices, Wrexham

Responsible to: Head of Marketing & Fundraising

Number of hours per week: 37.5h Full Time
Occasional weekend working.

Salary: £22,780 FTE

Purpose of the job

To support the marketing and smooth running of events and venue hire and associated customer bookings. This role will be responsible for updating the web for events and HR content, in particular the recruitment of staff and volunteers and will manage the shared inboxes and the subsequent administration associated with those.

Summary of Main Responsibilities

- Manage the bookings process for Venue in the Park, Buckley, Lunch Club, Learn to Ride (Cycling 4 All) and any other wider events and workshops run by the group of Organisations.
- Take telephone, email bookings, liaise with customers, arrange catering, update electronic/database records, process paperwork for payments, send out confirmations/terms and conditions and any other general administration as applicable in relation to the bookings process.
- Manage the shared inboxes across the Group including e.g. info@, recruitment@, events@ etc. and the subsequent administration associated with those.
- Work with online fundraising channels and providers such as Just Giving / Facebook Giving to increase income.
- Support the posting of social media content and managing digital engagement.
- Update content across the group's websites in relation to events and recruitment.
- Support the organisation and delivery plan for events.
- Recording and reporting on events outcomes.
- Support the recruitment and selection process for staff and volunteers, advertising vacancies, collating and distributing applications for shortlisting, arranging interviews and supporting the induction process for new starters.
- Manage the Disclosure & Barring Service process where applicable for staff and volunteers.

- Provide routine administration support as required including filing, photocopying, answering telephone calls and taking messages, organising and preparing meeting rooms (including catering if required), collating information and updating records and databases and taking meeting minutes.
- Carry out routine health & safety checks in relation to the Plas Power building as directed.
- Ensure the telephone information system is updated and that answerphones are updated as required.
- Handle and retain confidential and sensitive information with discretion and integrity and ensuring compliance with the Data Protection Act and GDPR in all areas of record keeping.

Other Duties

- Ensure compliance with the group's Health & Safety Policy and other established policies and procedures, preparing risk assessment and good health and safety management for activities.
- Be responsible for any equipment used including cleaning and maintenance.
- Any other reasonable duties as may be requested by your line manager.

Person Specification

	Essential	Desirable
Knowledge & Experience	<ul style="list-style-type: none"> • Level 2 or equivalent qualifications with relevant experience in a similar role. • Experience in general administration and taking bookings. • Experience in supporting and facilitating the delivery of corporate events. • Excellent IT Skills in all Microsoft Office software. • Understanding of health & safety and its application in work practices. 	<ul style="list-style-type: none"> • IOSH Working Safely • First Aid training • Ability to and experience of using social media professionally. • Experience of updating websites via content management system. • Experience of recruitment and selection.
People	<ul style="list-style-type: none"> • Commitment to equality and diversity. • Experience of working with volunteers. • Experience of working in a team. • Ability to engage with people at all levels with an approachable and positive outlook. 	
Judgement & Initiative	<ul style="list-style-type: none"> • Committed, enthusiastic and self-motivated. • Ability to work individually and as part of a team and support other staff members as and when required. • Ability to plan and prioritise workload effectively. • Excellent organisational skills. 	

Communication	<ul style="list-style-type: none"> • Excellent written and verbal communication skills. • Ability to provide excellent customer service. • Ability to take and record accurate meeting minutes. 	<ul style="list-style-type: none"> • Ability to communicate through the medium of Welsh.
Resources	<ul style="list-style-type: none"> • Ability to order project goods and services as directed. • Ability to work accurately with attention to detail. 	
Other	<ul style="list-style-type: none"> • Understanding of the importance of confidentiality. • Ability to maintain confidentiality - this role regularly works with or has access to sensitive information of a personal, financial or operational level. • Ability to demonstrate the qualities 'Genuine, Reputable, Enterprising, Energising & Needs Driven' in line with Groundwork North Wales' GREEN values. • Appreciation and understanding of Welsh heritage and culture. 	