

## Job Description

<b>Job title</b>	Business Support Officer, AD&G Team
<b>Reports to</b>	AD&G Manager
<b>Location</b>	Cardiff
<b>Direct reports</b>	None
<b>Salary band</b>	Band 2

<b>Job description</b>
<b>Job Purpose</b>
Accountable to one of the AD&G managers for providing support to AD&G projects and administrative assistance to AD&G colleagues. [While the primary job relates to supporting the work of AD&G, the post holder may be required to provide occasional administrative support to other activities within the wider organisation].
<b>Main Duties</b>
<ul style="list-style-type: none"> <li>• Organising and supporting meetings, training events and technical workshops, including liaison with HR and Business Services staff, and with internal / external stakeholders, as delegated by the relevant AD&amp;G manager or Audit Director.</li> <li>• File and document management, including setting up and maintaining e-folder structure and content, and the AD&amp;G pages on our intranet.</li> <li>• Assisting knowledge management by gathering, assimilating and presenting information or data, for example on WAO grant certification activities.</li> <li>• Supporting effective AD&amp;G meetings by compilation, preparation and circulation of papers, and accurate minute taking</li> <li>• Coordinating project timetables or other complex activity schedules and monitoring progress.</li> <li>• Using ICT skills to support the design and production of templates, charts, checklists and other AD&amp;G documentation etc</li> <li>• Co-ordinating AD&amp;G and project / team communications</li> <li>• Supporting the clearance processes for draft technical guidance, quality assurance reviews / moderation and responses to external consultations</li> <li>• Directly supporting AD&amp;G colleagues and contributing to the development and delivery of technical projects, for example by: <ul style="list-style-type: none"> <li>➤ Desk-based research of discrete technical issues, under the guidance of an AD&amp;G manager;</li> <li>➤ Contributing to post-project learning meetings; and</li> <li>➤ Supporting the organisation and running of shared learning events.</li> </ul> </li> </ul>
<b>Key Results Areas</b>
<ul style="list-style-type: none"> <li>• To act as a role model for the values and behaviours of Audit Wales</li> </ul>

## **General**

### **Our Values and behaviours**

Our values and behaviours define the way we work and how we work together to achieve our goals. All our people are fully committed to demonstrating our values and behaviours, so we can work effectively with each other and make good decisions. They help us be the best we can be and ensures that we've got the right skills and experiences in the right place. Our values and behaviours are designed by staff to help increase the diversity of our workforce and developing a coaching culture to ensure thriving conditions for organisational success. We ask that the successful applicant contributes fully to nurture a positive culture and to help us grow by living our values and behaviours.

### **Confidentiality and Information Security**

The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information. The post holder must treat all information, whether corporate or client in a discreet and confidential manner in accordance with the provisions of the Data Protection Act 2018, UK GDPR and organisational policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and/or prosecution under current statutory legislation (Data Protection Act) and Audit Wales Disciplinary Policy.

### **Equality**

The Public-Sector Equality Duty in Wales places a positive duty on public bodies to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. Audit Wales is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.

### **Health and Safety**

All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.

### **Security Checks**

All employees are subject to baseline security checks as part of their pre-employment check. These checks include proof of identity and qualifications. In addition, all designated staff are subject to security vetting arrangements to CTC (counter terrorist check) security level.

### **Dignity at Work**

The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect without bias. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under Audit Wales Dignity at work policy.

### **Welsh Language**

## General

We value the importance of the Welsh language in our work and aim to provide a bilingual service to everyone who wants to use it. We would therefore like to especially encourage applications from individuals that have Welsh language skills to help us meet this aim.

All job descriptions will detail whether the ability to speak Welsh is an essential or desirable requirement. If successful and you do not currently have Welsh language skills, we can support you in learning Welsh if you wish

## Person Specification

Requirement	Essential or Desirable
<b>1. Qualifications</b>	
<ul style="list-style-type: none"><li>Qualified to at least A level standard or equivalent</li></ul>	Essential
<b>2. Skills and abilities</b>	
<ul style="list-style-type: none"><li>Excellent organisational skills, and ability to prioritise workload, work flexibly and manage own time effectively</li></ul>	Essential
<ul style="list-style-type: none"><li>Able to prioritise own workload and work flexibly to meet competing demands on one's time</li></ul>	Essential
<ul style="list-style-type: none"><li>Able to maintain sufficient drive and pace of work to ensure tasks are completed on time and to the required quality standards</li></ul>	Essential
<ul style="list-style-type: none"><li>Well-developed IT skills including proficiency in use of Microsoft Office packages, web based application, SNAP surveys, and SharePoint / e folder management</li></ul>	Essential
<ul style="list-style-type: none"><li>Numerate, and comfortable with accountancy and wider audit terminology</li></ul>	Essential
<ul style="list-style-type: none"><li>Well-developed communication skills, with the ability to convey information accurately both verbally and in writing</li></ul>	Essential
<ul style="list-style-type: none"><li>Ability to coordinate meeting arrangements and to organise and manage large and complex schedules</li></ul>	Essential
<ul style="list-style-type: none"><li>Ability to effectively support a range of meetings, preparing and distributing documents, taking minutes and typing up notes as necessary</li></ul>	Essential
<ul style="list-style-type: none"><li>Able to proactively support the delivery of workshops and other stakeholder events</li></ul>	Essential
<ul style="list-style-type: none"><li>Able to use sound judgement and initiative to resolve any unexpected problems with administrative or project support arrangements swiftly and successfully</li></ul>	Essential
<ul style="list-style-type: none"><li>Able to demonstrate excellent attention to detail and accuracy in their work</li></ul>	Essential

<ul style="list-style-type: none"> <li>Comfortable working in a bilingual environment (although the post-holder does not need to be a Welsh speaker)</li> </ul>	Essential
<b>3 Experience</b>	
<ul style="list-style-type: none"> <li>Relevant experience in office administration and business support</li> </ul>	Essential
<ul style="list-style-type: none"> <li>A good understanding of the Welsh public sector, the related political environment, and the AGW's Wales Audit Office's place within it, is desirable</li> </ul>	Essential
<b>4 Personal attributes</b>	
<ul style="list-style-type: none"> <li>Able to develop and maintain positive and professional working relationships with both Audit Wales staff and external contacts</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Able to respond politely and calmly to complex calls and deal with callers in a professional manner</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Ability to deal sensitively and discreetly with confidential information</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Be proactive in keeping abreast of issues relating to their work area</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Take clear ownership and accountability for their own continuous learning and professional development</li> </ul>	Essential
<b>5 General</b>	
5.1 Self-aware and a role model for Audit Wales values and behaviours	Essential
5.2 Ability to work flexibly and if necessary outside of normal office hours.	Essential
5.3 An awareness and a commitment to equality and diversity.	Essential
5.4 An awareness and commitment to the arrangements for health and safety	Essential

<b>Welsh Language Skills</b>		
<b>Skill area</b>	<b>Essential</b>	<b>Desirable</b>
<b>Speaking &amp; Listening</b>	Greet others over the phone or in person with a simple Welsh greeting and sensitively forward a call to a Welsh speaker when appropriate	Attend Welsh medium meetings and discussions and confidently contribute in Welsh
<b>Reading</b>	Use translation software to get the grasp of simple correspondence with understanding of its limited capability	Understand reports, correspondence and survey responses and take out key messages
<b>Writing</b>	Update documents and correspondence with Welsh dates and other generic terms	Write reports and complex correspondence in Welsh with the assistance of Welsh spelling and grammar check

