



Application Pack

Monitoring and Administration Assistant ACE - Action in Caerau and Ely

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Overview of the post

Position: Monitoring and Administration Assistant

Location: Cardiff

Salary: £23,964 per annum (pro rata)

Hours: 16 hours per week

Contract: Fixed-term, end date January 31st 2026 (with potential extension depending on funding)

We are seeking a Monitoring and Administration Assistant to join the Yourspace team. Yourspace is a wellbeing service, working in partnership with the Cardiff North, Cardiff West and Cardiff South West Primary Care Clusters to support patients from local GP practices and the wider community to improve health and wellbeing through the provision of 1:1 and group-based support; community outreach activities and collaborative work to identify and fill gaps in local provision.

This role will support the Yourspace team with key functions including monitoring, reporting, communications and day-to-day administration. The role will include supporting the team to develop, improve and implement systems for monitoring of the service; production of reports and publicity materials for the team; and supporting with office and workstation set-up.

You will report to the Operational Development Manager and be part of the ACE Health and Wellbeing team. You should have experience of monitoring and evaluation work; an understanding of social prescribing and the barriers that may be faced by people accessing social prescribing services; and the ability to pick up and learn new software packages and new areas of work.

**To apply for this role please complete the application form provided alongside this job pack
Please note we are unable to accept CV's in lieu of an application form.**

Please submit your fully completed application to:

Email: recruitment@aceplace.org

If you have any queries please contact us on either the email above or:

Telephone no: 02920 003132

Address: Our Place Dusty Forge, 460 Cowbridge Road West, Ely, CF5 5BZ

Deadline for submitting application: Midnight, Sunday 10th March

Interview date: Thursday 21st March

We aim to contact all shortlisted candidates by 5pm on Tuesday 12th March.

ACE: An Introduction

Mission

ACE – Action in Caerau and Ely is a community organisation located in West Cardiff. We have over 1000 local members, many of whom are active contributors to local community development and regeneration efforts. Over half our staff team live in Ely and Caerau. We base our work on the following principles:

- Local people know their community best
- Everyone has something unique to contribute
- Everyone's contribution should be valued equally
- Poverty should not be accepted as a fact of life
- Social injustice should be challenged and changed

These commitments lead us to take an approach influenced by theories of 'co-production' and asset based community development. This means we work with local people as full participants in the design and delivery of services and activities. We experience and treat our community not primarily as a problem needing solving but as a vibrant network of communities that has many assets and opportunities that have been undervalued and ignored – these include skills, knowledge, experience, social networks, good will, buildings, land, resources, culture and heritage. ACE has a high profile and strong reputation in Cardiff and further afield for developing these resources to serve a holistic approach to community regeneration, to create community resilience and to tackle poverty. We are increasingly called upon to support the development of similar initiatives in other areas of the city.

Vision

In this context ACE seeks to meet the need for:

- A local organisation that can coordinate, harness and promote a positive vision for our community
- An organisation that can coordinate and facilitate a range of responses towards this vision and can mobilise local people to participation and action
- A holistic approach to tackling a range of elements related to poverty that cuts across themes/silos (food poverty, fuel poverty, unemployment, underemployment, low educational attainment, poor physical and mental health etc)
- A clear and collaborative approach to developing a more resilient community

ACE works with communities to achieve lasting positive change for an equal and just Cardiff. We believe everyone has something unique to contribute.

Job Description and Personal Specification

POST: Monitoring and Administration Assistant
PROGRAMME: Yourspace Wellbeing Service
RESPONSIBLE TO: Operational Development Manager

HOURS: 16 hours per week

SALARY: £23,964 per annum (pro rata)

OVERALL PURPOSE OF JOB

This role will provide support to the Yourspace team with key functions including monitoring, reporting, communications and day-to-day administration.

ROLE SPECIFIC TASKS

1. To support the development of systems and tools for monitoring and evaluation of the service
2. To support the team in using monitoring tools and systems including in-house systems and the 'Elemental' platform.
3. To support the team in producing reports for the service, including collation, analysis and presentation of data; design and presentation of reports; and supporting the team with narrative reporting.
4. Take a lead in developing publicity materials for the team, providing input on wording and tone as well as leading on aesthetics / desktop publishing.
5. Take a lead on the service's social media communications, ensuring regular, relevant posts are made.
6. To support the team in developing a communications plan, to include systems for maintaining communication with previous patients of the service and methods for reaching out to new participants.
7. Support the team in collecting and updating information on local groups, activities and services.
8. Support the team in finding, collating and making sense of demographic and other data available about the communities covered by the service.
9. To provide administrative support to the team, to include minute-taking, purchasing, support with office and workstation set-up for team members, booking venues and office spaces.
10. To support the team in event planning and logistics.
11. To carry out other tasks and responsibilities of a similar nature as determined from time to time by the manager in relation to the smooth running of the service and wider ACE work.

PROJECT SPECIFIC TASKS

Monitoring and Evaluation

1. To support the team in the collection, collation and updating of monitoring and evaluation data for the service, ensuring that any personal data is effectively protected and handled, within locally agreed Information Sharing Protocols and in line with ACE policy/procedure and GDPR legislation.
2. To provide updates and reports on progress against the above tasks as and when required.

Community and Service Provider Involvement

1. To support the rest of the team in efforts to ensure the fullest possible involvement of patients, carers and local service providers in service development by less formal means such as events, focus groups, social media and other technology, engaging with groups and individuals etc.
2. To work with the team to develop a good communication strategy for the service e.g. newsletter, web sites, social media, use of events, publicity campaigns etc.
3. To assist in attempts to engage with communities and service providers across the city where it may help ACE achieve its outcomes.

Working across Team Roles

1. To help establish and maintain project plans for work being undertaken by ACE that is both role specific and general to the work of the whole team.
2. To support colleagues in delivering their own role specific work programmes and receive support from them in turn.
3. Help to embed the values of co-production into all aspects of the work of ACE.

Training

1. To undertake continual professional development as required for ACE.
2. To help prepare and implement training and development programmes that support both individuals and organisations.
3. To participate fully in supervision and appraisal processes.

GENERAL TASKS

1. To work within and promote all of ACE's policies and procedures.
2. To keep accurate records including statistical information where appropriate.
3. To provide written reports and information as requested.
4. To work at other locations as and when required.
5. To attend supervision, training and meetings as and when required.
6. To work flexible hours as appropriate to the needs of the post (including weekend and evening working)
7. Any other reasonable duties requested by the line manager.

This job description outlines the general ways in which it is expected you will meet the overall requirements of this post.

The list of tasks is not an exclusive one and ACE may vary duties from time to time. This job description is subject to regular review.

Your application will be assessed on the following Person Specification. Please ensure you fully demonstrate how you meet the Specification in Section 4 of the ACE Application Form, which is provided alongside this job pack.

PERSON SPECIFICATION

QUALIFICATIONS AND EXPERIENCE

- Qualification(s) at level 2 or above (or working towards) in a relevant field e.g. data processing and analysis, desktop publishing, administration.
- Experience in creating and mapping processes in collaboration with others.
- Experience of working within or accessing social prescribing services (desirable)
- Experience of working or volunteering within the third sector and/or in a community development setting (desirable)
- Experience of living or working within the communities covered by the service (desirable)
- Experience of using social media and/or other methodologies to communicate on behalf of an organisation.
- Experience of monitoring and evaluation, including creating reports.
- Experience of sourcing and reporting on demographic statistics

KNOWLEDGE AND UNDERSTANDING

- An understanding of the barriers that may be faced by people accessing social prescribing services
- An excellent understanding of equalities and working to diverse needs
- A working knowledge of data protection legislation and online accessibility guidance
- A working knowledge of social prescribing services and the local context for this work.

SKILLS AND ABILITIES

- Ability to explain processes to others in simple language and support people with a range of learning styles to use them.
- Demonstrable abilities in desktop publishing
- Ability to pick up and learn new software and new areas of work.
- Ability to provide input on the work of others sensitively and constructively.
- Can complete reports and assessments

ADDITIONAL JOB REQUIREMENTS

- Demonstrates resourcefulness, initiative and a positive 'Can Do' attitude, is solution focused and can see the overlaps with other streams of work
- Is adaptable and takes responsibility
- Is organised, confident, reliable, honest, punctual and enthusiastic
- A good team player who will support colleagues
- Possesses excellent ICT skills

Application Process

Deadline for submitting application: Midnight, Sunday 10th March

Interview date: Thursday 21st March

Application Forms:

For a job pack and application form please email recruitment@aceplace.org

Return completed applications to recruitment@aceplace.org

Or, please send a hard copy to:

ACE – Action in Caerau and Ely

Our Place: Dusty Forge

460 Cowbridge Road West

Ely

Cardiff

CF5 5BZ

We regret that we will only be able to reply and give feedback to short-listed applicants.