



Application Pack

**Administration Assistant
ACE (Action in Caerau and Ely)**



Contents

Overview of the post	3
Introduction to ACE	4
Job Description and Personal Specification	6
Application Process	9

Overview of the Post

Position: Administration Assistant

Location: Ourplace Dusty Forge, Ely, Cardiff

Closing date: Midnight Sunday 3rd November 2024

Interview date: TBC

Job details

Hours: 7.5 hours per week

Working Days / Hours: TBC

Location: Dusty Forge

Salary: ACE Grade 2 £23,964 pro rata

Contract: Fixed Term, 12 months (with potential extension depending on funding)

ACE is seeking an administrative assistant to join the Community Support team. The role will deliver vital administrative support to the program of activities that promote financial well-being to vulnerable members of our target communities.

To apply for this role 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 form to:

Email: recruitment@aceplace.org

Or send a hard copy to:

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

Deadline for submitting application: Midnight Sunday 3rd November 2024

Interview date: TBC

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

If you have any queries please contact us on either the email above or Telephone no: 02920 003132

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 Person Specification

POST: Administration Assistant
PROGRAMME: Community Support
RESPONSIBLE TO: Community Support Coordinator

HOURS: 7.5 hours per week
WORKING DAYS / HOURS: TBC
SALARY: ACE Grade 2 £23,964 pro rata

OVERALL PURPOSE OF JOB:

To provide support to the Community Support team with key functions including data entry, and day-to-day administrative tasks.

ROLE SPECIFIC TASKS

1. To support the team with vital data entry to allow for the monitoring and evaluation of the service using in-house systems and external reporting systems.
2. To provide administrative support to the team including checking information relating to applications for crisis support e.g. fuel vouchers.
3. Administration of confidential client documents including shredding, filing, scanning, and safe storage of sensitive documents in line with GDPR compliance
4. 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.

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 possible 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 Spec in Section 4 of the ACE Application Form, which is provided alongside this job pack.

Personal Specification

QUALIFICATIONS AND EXPERIENCE

- Experience of working in an administration / data processing role.
- Qualification(s) at level 2 or above (or relevant work or volunteering experience) e.g. data processing and administration.
- Experience of Microsoft office packages, Google packages or similar.
- Experience of working or volunteering within the third sector and/or in a community development setting (desirable).

KNOWLEDGE AND UNDERSTANDING

- An understanding of the barriers that may be faced by people accessing financial support, particularly those in financial hardship/crisis situations.
- Understanding of confidentiality and data protection issues.
- Understanding of equalities and working to diverse needs.

SKILLS AND ABILITIES

- Strong attention to detail with a methodical approach to work
- Capability of working within a process-driven environment
- Strong organisational and planning skills
- Ability to work as part of a team and on own initiative
- Build and maintain effective and supportive relationships with peers and partners
- Ability to communicate effectively with community members, staff and stakeholders in plain, easy to understand English and/or Welsh, both in writing and verbally
- Ability to learn new software and new areas of work.

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 good ICT skills

Application Process

Deadline for submitting application: Midnight Sunday 30th November 2024

Interview date: TBC

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.