

Role Profile

Administration Officer

Role Details:

Department:	Wales	Team:	Wales
Reports to:	Assistant Director, Wales	Responsible for:	n/a
Contract:	Permanent	Hours:	35
Salary Range: (+ London weighting added if eligible)	£23,345 - £27,405	Salary Band:	I
Base Location: (London, Cardiff, Belfast, Glasgow or home)	Cardiff	DBS Check Required?	Y
Budget Holder?	N	Policy Owner?	N

Core Purpose:

Provide effective administrative support to member of the Wales team, ensuring support and coordination across Wales-based operations and the delivery of excellent customer service to members and stakeholders.

Primary Objectives:

1. Programme Administration & Coordination
2. Supporting Financial & Impact Monitoring
3. Stakeholder & Organisational Support

¹ Please note our policy is to offer at the bottom of the salary band for new starters.

Responsibilities:

Programme Administration:

- Provide administration and coordination for our grant funded programmes supporting the project managers to set up and run events and meetings, both virtually and in-person.
- Work with external providers to source venues, catering facilities, and translation services for projects and programmes.
- Take responsibility for keeping the Wales calendar up to date, and act as a central point for scheduling external events and activities.
- Monitor and respond to bookings for events and activities, keeping team members informed.

Supporting Financial and Impact Monitoring:

- Support the project managers to ensure accurate budget management, including tracking of associate bookings and contracts, keeping monitoring processes up to date, and liaising with the finance team.
- Support project impact measurement including using our CRM to set up new systems for monitoring event bookings and evaluation data, supporting managers with reporting to funders, disseminating information to our members and stakeholders.

Stakeholder & Organisational Support

- Act as a central point for enquiries via the main Wales telephone number and the Wales email address.
- Support the Assistant Director for Wales in providing effective facilities management for the Wales office, acting as the main point of contact for suppliers.
- Work collaboratively with business support colleagues across the organisation to ensure cover arrangements are in place to ensure a joined-up approach to responding to enquiries.

Team Working:

- Work closely with the Wales team to ensure that plans and priorities align with wider organisational plans and strategies
- Effectively represent the team and actively contribute at internal meetings and external events involving fostering services, foster carers, and children and young people.
- Understand and adhere to The Fostering Network's policies and practices
- Engage with and demonstrate commitment to The Fostering Network's mission, vision, values and strategy
- Proactively engage with the performance development approach, taking responsibility for seeking appropriate development opportunities and taking part in learning.
- Take a relationship-based approach to your work, understanding that creating positive relationships with our internal and external stakeholders is central to achieving our objectives
- Undertake any other duties appropriate to the level in accordance with agreed procedures and guidelines.

Main Stakeholders

In addition to their immediate team, this role-holder will particularly work with:

Internal	External
Wales team members, and members of other teams within the organisation that live and work in Wales. Business support functions within the organisation.	Associate trainers Suppliers Facilities contacts

What we're looking for:

Essential Knowledge, Experience & Qualifications

- Experience of providing effective administration support to a hybrid team.
- Experience of organising meetings or events including taking bookings, setting up virtual meetings and coordinating pre and post meeting activities.
- Experience of working with all programmes in Microsoft Office 365, but especially SharePoint and Teams.
- Experience of producing high quality administration support for meetings including taking minutes or logging action points.
- Experience of supporting the administration of financial processes.

Essential Skills & Attitudes

- A good standard of literacy with attention to detail and the ability to record information accurately.
- The ability to work on own initiative and as part of a team.
- Able to demonstrate good communication skills, both at in-person events and on the phone / remote meetings.
- Ability to manage competing deadlines and prioritising workload.
- Proven experience using a CRM system to accurately capture, manage, and report on data, ensuring effective tracking of project impact and stakeholder engagement.
- The ability to preserve confidentiality in line with The Fostering Network guidelines .

Desirable

- Care experienced and/or lived experience of foster care
- The ability to speak or write in Welsh