

Job Description



Job Title:	Administrator/s
Location:	Groundwork Offices, Wrexham
Responsible to:	Senior Training Administrator/HR Manager
Number of hours per week:	Full or Part Time Considered
Salary:	£24,860 FTE per annum

Purpose of the job

This role will provide high-quality, flexible administrative and data support across the organisation, working collaboratively with multiple teams and disciplines to support the effective delivery of our work. The postholder will provide administrative support across a diverse range of activities, including training, volunteering, finance, projects and programmes, general organisational administration, wildlife recording and data management, marketing, communications and events.

The role will help ensure that information and records are accurate and well maintained, administrative processes run efficiently, and colleagues have the practical support they need to deliver their work effectively. As a cross-organisational role, the postholder will need to manage competing priorities, respond flexibly to changing needs and build positive working relationships across different teams and areas of work.

Summary of Main Responsibilities

Key Responsibilities

- **Data Entry and Record Management:** Accurately input, update, and maintain information across databases, spreadsheets, and management information systems, ensuring records are complete, accurate, and up to date.
- **Database and Spreadsheet Administration:** Maintain and update electronic records, trackers, and spreadsheets to support operational reporting, monitoring, and data accuracy.
- **Document Processing:** Process and file administrative documentation, ensuring records are stored securely and are easily accessible when required
- **Stakeholder Communication:** Respond to enquiries via telephone and email, provide information as required, and maintain positive and professional relationships with internal and external stakeholders
- **Data Quality Assurance:** Regularly check records for accuracy, completeness, and consistency, addressing any discrepancies in line with organisational procedures.
- **Administrative Support:** Provide general administrative assistance including scanning, filing, photocopying, preparing documents, and maintaining electronic and paper filing systems.

- **Reporting and Information Management:** Produce routine reports and provide administrative data to support decision-making, monitoring, and operational activities.
- **Event Support:** Provide administrative support for organisational events, including volunteer celebrations, marketing events, training activities, and community engagement initiatives. Assist with event planning, participant registrations, communications, venue arrangements, record keeping, and post-event administration.
- **Finance Support:** Provide administrative support to ensure expense & mileage claims are submitted on time. Monitor petty cash and credit card expenditure to ensure all receipts are received and coded correctly. Receive and process cash receipts from the group's cafes and retail outlets, ensuring accurate records are maintained.

Health & Safety Support

- Undertake basic health and safety monitoring checks as required and contribute to maintaining a safe working environment.

Additional Expectations

- Maintain confidentiality and adhere to data protection requirements when handling sensitive information.
- Communicate effectively with colleagues, customers, and external stakeholders.
- Contribute to the continuous improvement of administrative systems, processes, and procedures.
- Ensure compliance with organisational policies, procedures, and quality standards.

Other Duties

- Comply with the organisation's Health & Safety Policy and all other relevant policies and procedures.
- Be responsible for the safe use and basic maintenance of equipment used within the role.
- Prioritise workload effectively, work to deadlines, and use initiative to complete tasks efficiently.
- Undertake any other reasonable duties as requested by the line manager.

This is not an exhaustive list of duties and responsibilities and may be amended to meet the changing needs of the organisation.

Person Specification

	Essential	Desirable
Knowledge & Experience	• No qualifications required, other than work based experience. • Experience in general administration and clerical duties. • Excellent IT Skills • Understanding of health & safety and its application in work practices.	Experience in taking and presenting notes/minutes of meetings.
People	• Commitment to equality and diversity. • Experience of working within a team • Able to adapt communication style to suit different audiences and situations.	

Judgement & Initiative	• Ability to work on own initiative and as part of a team. • Proactive and self-motivated. • Exceptional attention to detail. • Demonstrates sound judgement and the ability to identify and resolve routine issues independently. • Ability to plan and prioritise workload effectively to meet set targets and deadlines. • Quick to learn new systems, processes and ways of working. • Excellent organisational skills. • Able to adapt quickly to changing priorities and work effectively across a variety of tasks and teams.	
Communication	• Excellent written and verbal communication skills. • Excellent telephone manner with the confidence to make and receive calls independently. • Strong interpersonal skills with the ability to communicate clearly and professionally. • Comfortable building positive working relationships with a wide range of people.	• Ability to communicate through the medium of Welsh
Confidentiality	• Understanding of the importance of confidentiality. • Ability to maintain confidentiality as required.	
Other	• Enthusiastic and motivated, with a desire for personal and professional development. • Demonstrates curiosity and a willingness to suggest improvements to systems and processes • A commitment to the vision and values of the organisation. • Appreciation and understanding of Welsh heritage and culture. • Demonstrates a positive, can-do attitude.	• Driving licence and access to own vehicle.