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RECRUITMENT PACK

Executive Assistant



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Key Information

Below is the key information about the role.

Role:	Executive Assistant to the Director
Team:	Corporate Services Team
Report to:	Director
Purpose:	To provide high quality support to the Director to ensure the effective and efficient running of the organisation.
Location:	Caerphilly / Home Working
Hours:	40 hours per week. Some weekend work required. Flexible working arrangements available. Job-share considered.
Salary:	£24,000 - £27,012 per annum

Who are we?

Umbrella Cymru provides a range of services in relation to gender and sexual diversity, equality, and inclusion. We take great care and pride in the services we offer, and we aim to demonstrate this by giving people the best information and support we can.

We keep flexibility at the heart of everything we do and aim to provide support to people where they want it, how they want it and when they want it. As such, all staff and volunteers are required to provide flexible support and undertake a range of tasks.

As a service, we maintain a focus on achievable outcomes, supporting people as experts in their lives to reach their goals. Our practice follows a social model with a focus on rights, autonomy, and empowerment.

Umbrella Cymru has been awarded the contract to deliver support to anyone referred to the Welsh Gender Service and therefore work in partnership with Cardiff and Vale University Health Board to provide a full bio-psycho-social support service to trans and non-binary people in Wales.

We have also been commissioned by the Police and Crime Commissioner for Gwent to deliver a support service to any children and young people affected by any crime or antisocial behaviour in the Gwent area.

You can find more information about Umbrella Cymru and the services we offer on our [website](#).

Who are you?

We are looking for a passionate, highly driven, and very organised person to join a fast-paced working environment. You will be self-motivating, positive and committed to delivering excellence. You will embody the visions, and values of Umbrella Cymru.

You will be someone who can digest complex information and critically evaluate a range of options to determine the best course of action, ensuring you can plan, arrange and organise work effectively in a very busy setting. You will have a keen eye for detail and be able to identify patterns and themes.

You will be professionally curious and have a sound ability to problem solve.

You'll be able to use IT equipment and systems and be able to learn to use new systems and technology quickly.

You will be confident, enthusiastic, energetic, assertive and organised. You'll reflect on your practice and performance and take charge of your own personal and professional development. There will be plenty of opportunities to learn new skills.

You will value improvements, welcome change, and relish the opportunities development brings. You'll bring ideas and solutions to discussions, suggesting improvements in creative and innovative ways.

Values and Behaviours

We have developed a values and behaviours framework for all staff and volunteers. We expect our team to walk the talk, making sure we not only know our values, but that we display them in everything we do.

Some of the core values and behaviours will be assessed at interview.

Supportive, Collaborative and Flexible	<p>Keep clients and customers at the heart of what we do, adapting to individual requirements to provide personalised services.</p> <hr/> <p>Work in partnership with, listen to, and learn from clients, customers, colleagues, and partners.</p> <hr/> <p>Work as a team to share skills, knowledge, and ideas.</p> <hr/> <p>‘Go the extra mile’ to deliver results for clients, customers, colleagues, and partners.</p>
Ethical, Empowering and Inclusive	<p>Value all people, respecting and celebrating diversity.</p> <hr/> <p>Act with honesty, integrity, professionalism, and positivity.</p> <hr/> <p>Actively promote and encourage autonomy and choice.</p> <hr/> <p>Adopt fair, inclusive, approachable practices with zero tolerance for bullying, discrimination, and prejudice.</p>
Ambitious, Innovative and Passionate	<p>‘Think big’ to challenge ourselves to continually improve.</p> <hr/> <p>Develop, learn, and utilise technology to deliver quality and efficiency.</p> <hr/> <p>Care about what we do, how we do it, why we do it and who we do it for.</p> <hr/> <p>Proactively contribute to the development and success of client, colleague, and customer goals.</p>
Responsible, Accountable and Reflective	<p>Take responsibility and pride in the services we provide.</p> <hr/> <p>Deliver on our commitments; always ‘see things through’.</p> <hr/> <p>Continually advance personal and professional development, asking for help when needed.</p> <hr/> <p>Acknowledge mistakes, reflect on practices and the impact on clients, customers and colleagues and learn from them.</p>

What will you get?

We offer a challenging and supportive environment where you will develop and learn at pace. We keep wellbeing, support, and development at the heart of everything we do, and this begins with staff and volunteers.

We are a friendly team who love to help each other. We like to hold team-building days and events to strengthen our relationships, knowledge, skills, and spirit.

Working with us will no doubt give you a strong sense of purpose and pride.

You will receive regular supervision from your manager, as well as plenty of opportunities to be involved in group supervisions, discussions, and debates.

We hold regular CPD events and we're always keen to offer further learning and development opportunities.

We offer flexible working wherever possible with an ability to work from our offices and from home.

You will get 22 days paid annual leave plus bank holidays.

Umbrella Cymru will also contribute to a workplace pension scheme. You can also contribute to this if you wish.

What will you do?

You will be responsible for managing competing priorities of the Director and senior management team, ensuring the effective and efficient planning and delivery of key projects and services.

You'll provide administrative support to the Director and will be responsible for diary management, arranging meetings, distributing meeting agendas and taking minutes, prioritising workload and communication and providing general support to the Senior Leadership Team and board of Trustees.

You will assist with the coordination of support we offer, at times acting as the initial point of contact for clients and professionals, directing queries to the appropriate member of the team, processing requests for support and assisting your colleagues to deliver excellent results.

You will assist with the financial management including purchase ordering, people services including producing and coordinating time-sheets and absence reports, annual reporting requirements including reports and returns for the charity commission, governance including supporting the development of policies and procedures, and other support as required.

You might be taking part in group events and activities with colleagues, joining our regular debates, group supervision sessions or our 'lunch and learns'. There's always something to get involved in, and we encourage learning, reading, and reflecting as much as you can.

What difference will you make?

Your passion for customer service and delivering excellent results, and your ability to organise and coordinate activities will mean that you'll make sure the Director and Senior Management Team can operate effectively, in turn supporting the entire organisation to deliver high quality services and drive improvements.

Although you will mostly be working 'behind the scenes' in the service, your work will contribute to the wider team goals and the organisation's mission to improve the lives of LGBTQ+ people in Wales.

Some people tell us that the information and support we provide was exactly what they needed to motivate them to contact other services, or the explanation of their rights allowed them to feel more confident in challenging a decision.

Some people often say that the one-off and ongoing emotional support they received was a lifeline when they needed it most, and that it helped to talk to people who understood their situation and didn't judge them in any way.

On some occasions, we know that the support we provide can save lives, and as a team we don't underestimate the positive impact we can have by just being there for people as a reliable, compassionate, and dedicated resource.

Key tasks / responsibilities

Umbrella Cymru provides a range of services including:

- Triage and Assessment
- Information and Signposting
- Advice and guidance
- Advocacy
- Practical Support
- Listening and Befriending
- Emotional Support
- Professional and Corporate Support
- Education input sessions
- Awareness raising and events

You will:

- Provide EA support to the Director.
- Record and produce minutes of internal and external meetings.
- Manage meetings scheduling for the Director.
- Manage correspondence (including responding to written communication and answering phones).
- Manage purchase ordering and invoicing.
- Act as point of contact for team members, clients and professionals.
- Arrange and attend events to publicise Umbrella Cymru.
- Provide administrative support for local and national projects.
- Maintain accurate, up-to-date, and confidential records of all work undertaken.
- Support the completion of, and collate, regular performance and finance reports.
- Coordinate the provision of services available to clients and professionals
- Coordinate volunteers.
- Update website and social media information.
- Research and provide accurate information as required to colleagues, clients, and professionals.
- Liaise with other service providers to maintain directory of services.
- Undertaking other tasks as necessary.

Role specific criteria

Evidence of meeting the specific requirements of the role will be assessed from your application form and interview.

Essential

- Excellent communication skills with the ability to quickly establish rapport and positive relationships.
- Excellent time management and organisational skills, with an ability to prioritise effectively in a busy environment and manage competing priorities.
- Ability to adapt and embrace change, taking a positive and proactive approach to development and improvements, including personal and professional development.
- Excellent computer / ICT skills, with an ability to quickly learn new systems and adapt to new technology.
- Ability to understand and accurately record comprehensive information.
- Effective ability to work on own initiative as well as part of a team
- Must hold a valid UK driving license and have access to a vehicle.

Desirable

- Experience and knowledge of gender and sexual diversity and transition processes.
- Knowledge of criminal justice processes.
- Project management qualifications.
- Accounting / financial management experience or ability to track project spend.
- Experience of providing administrative support to senior staff or EA / PA experience.
- Ability to read, write and speak welsh.

Recruitment Process

Stage 1 – Application

You will first need to submit your CV and Cover Letter detailing your skills and experience relevant to the role. Click [HERE](#) to upload documents and submit your application.

If you would like an application form in an alternative format or if you have any questions about the role or recruitment process, please email your query to vacancies@umbrellacymru.co.uk or call us on 0300 3023670.

Stage 2 – Interview

If your application is shortlisted, you will be invited to interview during which we will further explore your skills, competence, and values.

Stage 3 – Follow up discussion (sometimes)

We might request to follow up on some information or seek clarification on some points discussed at interview. This might be done by phone or at a virtual meeting with one or more of the interview panel.

Stage 4 – Conditional Offer and Reference Request

If you are successful, a conditional offer will be made. Before we can confirm your employment, you will be required to provide contact details for a referee. We will not contact your referee unless you accept a conditional offer of employment. Your reference must be satisfactory to continue.

Stage 5 – Vetting and Clearance

You will be required to complete and return additional forms / information for vetting purposes. This might include Enhanced DBS vetting and any other form of security checks required for the role / office location.

Stage 6 – Confirmed offer and start date

If references and vetting are satisfactory, a confirmed offer will be made, and a start date discussed and agreed.