



www.umbrellacymru.co.uk | 0300 3023670
@umbrellacymru | info@umbrellacymru.co.uk
Rhif Elusen Gofrestredig | Registered Charity Number | 1160909

RECRUITMENT PACK

Service Administrator



Contents

Key Information	3
Overview of Umbrella Cymru	4
What will you give?	5
Values and Behaviours	6
What will you get?	7
What will you do?	8
What difference will you make?	9
Key tasks / responsibilities	10
Role specific criteria	11
Essential	11
Desirable.....	11
Recruitment Process	12

Key Information

Below is the key information about the role.

Role:	Service Administrator
Team:	Corporate Services Team
Report to:	Operations Manager
Purpose:	Coordinate the provision of projects and services delivered by Umbrella Cymru across Wales.
Location:	Caerphilly / Home Working
Hours:	40 hours per week. Some weekend work required. Flexible working arrangements available. Job-share considered.
Salary:	£21,800- £24,592 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.

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.

<p>Supportive, Collaborative and Flexible</p>	<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>
<p>Ethical, Empowering and Inclusive</p>	<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>
<p>Ambitious, Innovative and Passionate</p>	<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>
<p>Responsible, Accountable and Reflective</p>	<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 the initial point of contact for most people, whether we receive requests for information by email, referrals by phone, queries from our online chat service, or contact through social media.

You'll manage the communication we receive in all forms and prepare and process all requests for support we receive, facilitating the provision of support to people at the most convenient time for them.

You'll take a flexible approach to customer service and take responsibility of getting the right information and support to everyone. Just as no two people are the same, neither is the service those two people would receive from you.

We offer a range of services in relation to pretty much any and every aspect of a person's life. Whether a person's goal is to develop their confidence in self; plan strategies to come out to family, friends, or colleagues; access housing or benefits; navigate NHS systems to access gender health care; report crime and antisocial behaviour; mitigate the impact of hate; develop skills to improve their mental health and wellbeing... or a variety of other things, you'll be on hand to help.

You'll be arranging meetings and events both online and in person, facilitating attendance, booking rooms, supporting your colleagues and making sure things run smoothly.

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 ability to organise and coordinate activities will mean that you'll make sure the team delivers results. This will drive high quality support and keep us running smoothly.

You'll provide direct information and immediate support to clients and professionals from time to time, as well as enable easy and effective access to our services. This will help us provide the best services we can.

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 we provided to them was exactly what they needed to motivate them to contact 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

The post holder will:

- Coordinate the provision of services available to clients and professionals
- Act as point of contact for team members, clients and professionals.
- Coordinate, 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.
- Manage multiple inboxes and correspondence (including responding to written communication and answering phones).
- Produce static reports from service data.
- Coordinate Volunteer networks.
- Research and provide accurate information as required to colleagues, clients, and professionals.
- Liaise with other service providers to maintain directory of services.
- Record and produce minutes of meetings.
- 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.
- Experience of providing administrative support
- 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

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.