

Community Engagement Administrator

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| Position title: | Community Engagement Administrator |
| Accountable to: | Community Engagement Manager |
| Location: | NHQ & Homeworking (when trained) |
| Hours: | 35 hours per week – Fixed Term until May 2023. |
| Salary: | £18,130 - £19,729 p/a |

Job details:

This is a fixed term post until May 2023. This post will support the Schools and Community training team with a variety of administrative duties, which supports the requirements of the team.

Key duties and responsibilities:

- To enter data from course registers for community courses and produce course certificates and distribute as required.
- General administration ensuring GDPR compliance and following organisational policies.
- Dealing with customer, school and volunteer queries, communicating with customers and volunteers by phone, in writing and face to face.
- Develop and maintain customer and volunteer databases including the setting up and streamlining customer accounts
- Generating information for report writing as requested by Line Manager
- Coordination of trainers and volunteers for schools and community training, including diary management and communicating effectively
- Processing alternations to course materials
- Processing and ordering resources for the community trainers
- To support the community Engagement Manager with the delivery of Community Training Events and attend those events, where appropriate, to engage with the public.
- Preparing various campaign packs as required
- Advising customers on which course suits their requirements, eligibility criteria, course availability and booking delegates onto Community courses and producing invoices.
- To keep our customers informed of any changes made to and booked courses.
- Organise and support initiatives which increase the participation of our volunteer base in community training activities

- Work with the Community Engagement Manager to identify opportunities to increase and improve community training.
- Attend department/relevant meetings and providing support with minute taking when required.
- Participate in team training sessions and support sessions as required.
- Promote the work of St John Ambulance Cymru
- Perform any other reasonable duties by request from the Community Engagement Manager.

Person specification

This is a specification of the experience, skills, etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined above) and forms the basis for selection.

| Requirements: | Essential: | Desirable: | Method supporting assessment: |
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| 5 GCSEs at grade C or above or equivalent | ✓ | | Application form |
| Computer Literacy to undertake simple typing (emails, letters, data input) | ✓ | | Application / Interview |
| Welsh Speaking | | ✓ | Application / Interview |
| Experience in working within a customer services environment | ✓ | | Application Form |
| Ability to write clear and comprehensive notes and records | ✓ | | Application / Interview |
| Skills, knowledge and abilities | | | |
| Accuracy and attention to detail | ✓ | | Interview |
| Ability to prioritise workload and tasks | ✓ | | Interview |
| Good verbal and written communication skills | ✓ | | Application / Interview |
| Sound telephone manner | ✓ | | Interview |
| Awareness of St John Ambulance Cymru | | ✓ | Interview |
| Understanding the importance of confidentiality and GDPR | ✓ | | Interview |
| Enthusiastic, motivated and can work as part of a team | ✓ | | Application / Interview |