

<b>JOB DESCRIPTION</b>	
<b>Post</b>	Duty line - Admin Support Officer - Community Well-being Team - Fixed term to end of March 2026
<b>Department/ Project</b>	Community Well-being Team
<b>Base</b>	PAVO Offices, Unit 30 Ddole Road Industrial Estate, Llandrindod Wells or PAVO Offices Plas Dolerw, Milford Road, Newtown
<b>Responsible to</b>	Lead Officer Community Connectors
<b>Responsible for</b>	No line management responsibilities
<b>Terms &amp; Conditions</b>	See below
<b>Purpose of this post</b>	The post holder will be responsible for providing a comprehensive range of duty and admin services to the Community Well-being Team.
<b>Key Responsibilities</b>	<ul style="list-style-type: none"> <li>• Answering the Community Well-being Telephone Duty Line (comprising Community Connector, Mental Health and Powys Befriending Services) which will include managing difficult conversations with people who may be in distress</li> <li>• Oversight of the generic Community Connector / Powys Befriending Service email address</li> <li>• Making follow up calls to clients and referrers</li> <li>• Managing a small number of straightforward cases</li> <li>• Undertaking general administrative services</li> </ul>
<b>Main Duties</b>	<p><u>Duty Line</u></p> <ul style="list-style-type: none"> <li>• Taking and transferring telephone calls</li> <li>• Monitoring the generic email address</li> <li>• Process referrals and entering details on a CRM system</li> <li>• Triaging referrals and liaising with the team in respect of allocation and forwarding information to team members</li> <li>• Arranging cover and out of office messages as necessary</li> </ul> <p><u>Follow up calls</u></p> <ul style="list-style-type: none"> <li>• Contacting clients and referrers where appropriate – including having a “what matters” conversation as necessary</li> <li>• Notifying relevant members of the team of any issues encountered</li> </ul> <p><u>Administration duties</u></p> <ul style="list-style-type: none"> <li>• Keeping accurate records</li> <li>• General administration duties as required</li> <li>• Data entry on CRM including checking data and supporting team members with database queries</li> </ul>

	<ul style="list-style-type: none"> <li>• Liaising with professional referrers to obtain missing information or to notify of inappropriate referrals</li> <li>• Preparing and sending information to clients in relation to signposting to services both directly and on behalf of team members</li> <li>• Providing “buddy” support to team members out on home visits</li> <li>• Calling clients and undertaking outcome surveys</li> </ul>
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This position has a requirement for an Enhanced DBS Check; the position is classed as regulated activity under the Safeguarding of Vulnerable Groups Act 2006 as amended by the Protection of Freedoms Act 2012 and will be subject to a check of the list of those people barred from working with vulnerable adults.

The job description covers the main duties and responsibilities of the post but other duties commensurate with this role will also be undertaken by the post holder.

PAVO aims to provide a service that is responsive to the needs of its membership and service users and it is therefore necessary that staff respond to changing requirements. Job descriptions and/or work plans will be updated from time to time to meet these changes.

## PERSON SPECIFICATION

### Required Knowledge & Experience

- Ability to use IT systems
- Ability to use a modern telephone system
- Ability to maintain filing systems (paper and electronic) and implement administration procedures
- Ability to use office machinery and equipment – e.g. printers, photocopier etc

### Required Skills & Abilities

- Ability to communicate effectively both verbally and in writing
- Ability to maintain confidentiality
- Ability to work under pressure and meet deadlines
- Ability to plan and deliver work both individually and cooperatively as part of a team
- Warm and welcoming manner
- Empathetic towards people who may be experiencing distress
- Ability to work with people (on the telephone) to understand what matters to them, and identify solutions that will support them in straightforward cases.
- Willingness to learn new skills
- Reliability
- Understanding and commitment to equality and diversity
- Welsh Language skills competency level 1 – *‘I can pronounce Welsh personal and place-names correctly, and I can give and respond to basic greetings on the telephone or in person.’*

<b>Desired Skills and Abilities</b>	<ul style="list-style-type: none"> <li>Welsh Language skills competency level 5 – <i>‘I can take part effortlessly in any conversation or discussion and have a good familiarity with idiomatic expressions and colloquialisms. I can express myself fluently and convey finer shades of meaning precisely.’</i></li> </ul>
<b>MAIN TERMS &amp; CONDITIONS OF EMPLOYMENT</b>	
<b>Post</b>	Duty line - Admin Support Officer - Community Well-being Team - Fixed term to end of March 2026
<b>Salary</b>	£26,835 per annum
<b>Hours of Work</b>	35 hours per week - 9am - 5pm Monday - Friday
<b>Probationary period</b>	The appointment is subject to the satisfactory completion of a period of probationary service of one month.
<b>Car User Status</b>	PAVO pays all relevant travel at the current agreed mileage rate.
<b>Holidays</b>	25 days per annum
<b>Pension Scheme</b>	A contribution equal to 6% of salary will be made available to the PAVO Stakeholders Pension or to a Private Pension Scheme
The above are the main terms and conditions applicable to the post. A full statement of the terms and conditions will be issued on appointment.	