

JOB DESCRIPTION	
Post	Operations Support Officer - 21 hours over 3 days per week (Fixed term to 31st March 2027)
Department/ Project	Operations Department
Base	Newtown
Responsible to	Head of Operations/ Assistant Head of Operations
Responsible for	Line management of Admin Staff as appropriate
Terms & Conditions	See below
Purpose of this post	To provide support for various aspects of the department's functions.
Key Responsibilities	To support the Head of and Assistant Head of Operations with various aspects of the Departments functions: <ul style="list-style-type: none"> ● Implementation of quality assurance framework ● Support compliance ● Support good employment (HR) practice
Main Duties	<p><u>Quality Assurance</u></p> <ul style="list-style-type: none"> ● Plan and implement a quality assurance framework ● Lead on submissions for agreed organisational and project quality standards. ● Carry out internal audits, produce reports and implement recommendations according to agreed timetable <p><u>Compliance</u></p> <ul style="list-style-type: none"> ● Ensure the organisation meets its legal and regulatory obligations in respect of <ul style="list-style-type: none"> ○ Health and safety (including taking lead responsibility for implementation of the health and safety management system) ○ Property management ○ Leases & contracts ○ Insurance ○ Safeguarding ○ Environmental (Zero carbon) ○ Support risk management ○ Support Head of Service in respect of IT systems and applications and communications when required

	<p><u>Support good employment practice</u></p> <ul style="list-style-type: none"> ● Updating employment and organisational policies and procedures for approval by Executive Management Team and Board ● Support the Head of Operations in the recruitment and retention of staff and resolution of any HR issues ● Ensuring all statements and terms of employment are issued, and updated where appropriate ● Oversight of all personnel records ● Ensure that PAVO pension auto enrolment responsibilities are met <p><u>IT and Data systems</u></p> <ul style="list-style-type: none"> ● Provide support for main monitoring systems such as CRM, Staffology etc <p><u>Support reporting and monitoring processes</u></p> <ul style="list-style-type: none"> ● Obtain and present data reports ● Support production of monitoring and evaluation reports ● Assist the Assistant Head of Internal Services & Operations to produce the Stakeholder Survey ● Produce Business Report Cards
<p>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.</p> <p>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.</p>	
<p>PERSON SPECIFICATION</p>	
<p>Required Knowledge & Experience</p>	<ul style="list-style-type: none"> ● Legislative & Regulatory compliance ● The third sector in Powys and Wales. ● Performance monitoring ● Evaluation of projects and services ● Internal audit ● Quality assurance

	<ul style="list-style-type: none"> ● HR and Employment Law ● Health & safety ● Safeguarding ● Charity governance. ● Understanding and commitment to Environmental issues
Required Skills & Abilities	<ul style="list-style-type: none"> ● Good oral communication skills ● Good written communication skills ● Good report / copy writing skills ● The production of consistent, high quality & accurate work ● An ability to work effectively as part of a team ● Ability to work autonomously and prioritise workload to meet deadlines ● Good organisational and time-management skills ● Competence in digital systems and IT, ● Understanding of and commitment to confidentiality, equality, diversity, and safeguarding principles in all aspects of work. ● 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.’
MAIN TERMS & CONDITIONS OF EMPLOYMENT	
Post	Operations Support Officer (Fixed term to 31st March 2027 with possibility of extension)
Salary	£19,885 (£33,143 pro rata) per annum
Hours of Work	21 hours over 3 days per week (Actual days of work / work pattern to be negotiated)
Probationary period	3 Months
Car User Status	Limited requirement to drive - PAVO pays all relevant travel at the current agreed mileage rate.
Holidays	15 days (25 days per annum pro rata)
Pension Scheme	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.	