



# Tiger Bay and the World

THE HERITAGE & CULTURAL EXCHANGE

## Job Description for Administration Officer

Location: Butetown, Cardiff (some remote working possible).

Hours: 10 hours per week spread over at least two days.

Terms: £10.90 per hour paid monthly

7 days annual leave + pro rata bank holidays

The post is subject to available funding and is currently for 2 years.



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The Heritage and Culture Exchange works with community volunteers, collecting local stories through audio and video recordings, historic documents, photos and publications. Our aim is to promote and disseminate an accurate representation of the diverse communities and history of the area, which is historically the most ethnically diverse and multi-faith area in Wales.

The Administration Officer will be responsible for day-to-day administrative tasks of The Heritage & Cultural Exchange, including receiving and forwarding communications, managing payroll and some accounting tasks, scheduling and taking care of general clerical tasks.

### Specific Tasks: Admin

- General admin support to the Community Engagement Worker (CEW) and Trustees.
- Act as the first point of contact for general volunteering queries.
- Front-desk duties including receiving phone calls and welcoming visitors.
- Work with the Community Engagement Worker to plan and organise events.
- Organise and maintain a digital filing system of organisation documents and records, volunteer records, meetings and events.
- Participate in monitoring and evaluation activities under the guidance of the CEW and Trustees.
- Contributing to Annual and periodic reports to Trustees and funders.

### Specific Tasks: Financial support.

- Operating the IT based payroll system to generate and maintain records of volunteer expenses, making payments to volunteers and other standard financial administration tasks associated with the project. Full training will be given if needed.

### General

- It will be your responsibility to ensure your own training and development needs are met so that you are up-to date with developments and trends in training and learning particularly for volunteers.

## Person Specification for Administration Officer

The vision, mission and organisational values of The Heritage & Cultural Exchange demand a high standard of conduct and accountability from our trustees, employees and volunteers. We have a moral responsibility for safeguarding and wellbeing of every person that engages with us as HCE, and specific legal duties in relation to children and vulnerable adults. We have zero tolerance for all forms of discrimination, abuse, bullying or harassment and encourage reporting and whistle blowing of any behaviour that is perceived to contravene either our own policies or our legal duties.

### Essential

You must be able to demonstrate, with examples

- Respect for all aspects of equality, diversity, inclusion and anti-racist principles and practice including intersectionality.
- Written communication skills at sufficient level to respond appropriately to telephone and email inquiries
- Welcome visitors and present a friendly and professional first point of contact to the general public, volunteers, partners and donors.
- Strong IT skills and proficiency at using standard Microsoft Office applications used for basic administration and finance functions.
- Accurate budget management, data entry and record keeping.
- Ability to work on own initiative with minimal supervision.

### Desirable

We understand that not everyone has had the opportunity to acquire relevant work experience and advise applicants to demonstrate their potential for fulfilling the requirements of the desirable specifications by giving examples from their personal lives or informal settings, even if they do not possess the skills, knowledge or experience in an organisational context.

- Experience of engaging personally with diverse communities including those who speak English as a second language.
- Experience of a support or administrative role in community-based organisations or events (e.g. voluntary sector, neighbourhood, youth groups, religious groups, education setting, sports, clubs etc).
- Appropriate approaches to engage with the public and volunteers, partners and donors of all ages, faiths, ethnicities and other protected characteristics.
- Ability to work flexibly across a range of tasks – displaying excellent organisation skills, with the ability to prioritise and work to deadlines.
- Analytical skills with a keen eye for detail in written and statistical data.