



**Cartrefi
Cymunedol
Cymru**

**Community
Housing
Cymru**

Job pack

Executive Support & People Officer

£30,058 rising to **£31,641** pa
after six months probation
1 x permanent full time

Closing date: 9am, 29th April 2024

General enquiries

www.chcymru.org.uk

enquiries@chcymru.org.uk

Registered under the Companies Act 1985

Registration Number: 2380564

Charity Registration Number: 1128527



About CHC

Community Housing Cymru is the voice of housing associations in Wales.

As a trade body, we represent all the not-for-profit housing associations that provide homes to 10% of the Welsh population.

Our collective vision is to make Wales a country where good housing is a basic right for all.

Learn more about us [here](#).

Our values

As an organisation we are committed to being an outstanding employer.

Community Housing Cymru is a remote working organisation, giving staff the freedom to perform their jobs when and where they work best on a day to day basis.

We get together as a staff team or in smaller groups at least once every six weeks, usually in Cardiff, to maintain all important connections.

Our culture and values are important to us, and we are proud to have a staff team that is not only dedicated to our mission but passionate about the work needed to progress. Our values reflect [this](#).



About the role

To provide proactive, confidential, professional and high level support to the Chief Executive and Deputy CE/Director of Policy

To oversee an effective and efficient high-level People administration service to Director of Finance and Governance. Also liaising with external HR consultants as and when required.

To support SLT with internal and external projects to drive the organisation forward.

Key contacts

CHC members, Senior Management, Suppliers, External Event Venues, CHC Board, stakeholders

SLT Support

- To provide proactive, confidential, professional and high level support to the Chief Executive and Director of Policy/Deputy Chief Executive (including diary mgt, booking rooms, producing agendas, manage emails, post and telephone calls, organise and book international and domestic travel, taking minutes of meetings, document management including filing, circulating agendas).
- To support SLT with project administration work including updating project planning and reporting documentation. Upcoming projects include but are not limited to work around affiliation fees, procedural improvements and Welsh Language.

Admin Support

- To provide an efficient and friendly administrative service to SLT including minute taking, filing, typing and photocopying services, sorting and distributing mail, proofreading data, co-ordinating meetings and venue bookings, answering telephone calls and relaying messages when required.
- To devise, implement and improve systems and procedures to meet team needs.
- To update CHC's database and undertake data cleansing campaigns to ensure that all details are up to date.
- To undertake any reasonable tasks which may be required from time to time.



HR Support

- To undertake HR admin duties such as updating the HR system and running off timely reports, assisting in the administration of training logs, L & D planning and goal setting reporting etc.
- To support the recruitment process at CHC, ensuring that job descriptions are posted to the website and third party sites. To support with candidate management and ensure that the EDI guidelines are adhered to. To organise interview dates and appointments.
- Organise any required all-staff training and away days.

Facilities

- Be the 'go to' person regarding questions and queries on our serviced offices;
- Monitor the contract to ensure that the contracted services are provided in the expected manner and in accordance with the contract;
- Be responsible for the collection, scanning and allocation of post which is sent to the office, ensuring that staff receive scanned copies of the post in a timely manner;
- Any other reasonable duties that may be required from time to time.



Person specification

Listed below are the requirements needed to undertake this job. These will form a key part of the selection process and your ability to meet these criteria should be demonstrated in your submission.

Key: Essential – E Desirable – D

Qualifications

- Two GCSEs at Grade C or above or equivalent - E
- NVQ Business Administration level 1 (or suitable administrative experience) - E

Experience and knowledge

- Experience of working to tight targets and deadlines - E
- Minute taking - E
- Diary and calendar management - E
- Knowledge / experience of Board Administration - D
- Supervisory experience - D
- Team player - E
- Confident and friendly - E
- Methodical approach to work & a keen attention to detail - E
- Goes the extra mile and demonstrates initiative - E
- Excellent customer services skills - E
- Excellent confidentiality skills - E
- Excellent organisational skills - E
- Good written and oral communications skills - E
- Full current driving licence and access to a car - D
- Willingness and ability to travel around Wales - E

Skills

- Previous administration or project support experience - E
- IT literate, familiar with all Microsoft packages (word processing, spreadsheets, databases) - E
- Ability to work on several projects at any given time - E
- An ability to prioritise work and successfully meet deadlines - E
- Welsh speaker - D



Benefits

- **Pay:** £30,058 rising to £31,641 after a successful six month probation.
- **Hours:** Role is based on 35 hours a week – flexible working.
- **Probation and supervision:** Six months probation period.
- **Gym:** £25 subsidy per month.
- **Benefits:** Enhanced sick, maternity/adoption and redundancy provisions.
- **Pension:** Social Housing Pension Scheme defined contributions scheme. Employer contributions of a maximum of eight percent.
- **Learning and development:** a generous offer for all staff and opportunities to apply for specific training to suit the role..
- **Cash health plan:** Paid for cash health plan (Simply Health).
- **Work from anywhere:** A 'locate for the day' principle (enabling staff to choose where they would best work (it could be home, a coffee shop, or a local hub) will be followed.
- **Holidays:** 25 days rising by one day for each completed year of service, to a maximum of 30 days and all public holidays (pro rata for PT staff) with four additional days off during Christmas and New Year holidays.



How to apply

You will find the following details in this job pack: job description, person specification and information on terms and conditions.

1. **Submission form**, which you will need to complete outlining in no more than 800 words how you meet the experience criteria set out in the 'what are we looking for' part of the job specification and why you want this job.
2. **You MUST also include a tailored CV** in relation to your application for this role (max of three pages).
3. **Equal opportunities form**. This form will not be used at any stage of the recruitment process, and will be separated from your application form immediately on its receipt. Any information given on this form will remain confidential and will only be used for monitoring purposes to assess the effectiveness of our equal opportunities policy.

If you want to have an informal chat about the vacancy, please contact Louise Price - David, head of membership and partnerships on 07429586312 or email louise-price-david@chcymru.org.uk

The completed form, CV and equal opportunities form must be emailed and marked **Private and Confidential – Executive Support & People Officer** to Abi-Renshaw@chcymru.org.uk by 9am, 29th April 2024.

All forms will be held for six months in line with best practice to ensure we are able to give feedback to unsuccessful candidates and to support the organisation if a claim was brought against it.

- Shortlisting will happen on 30th April 2024.
- **Interviews will be held on 8th May 2024.** In person and virtual interview options will be available.

We look forward to receiving your completed submission.



Community Housing Cymru is committed to equality, and values diversity.

Please note that CVs will only be reviewed ahead of an interview and will not be considered as part of an initial shortlisting process. However, should a large number of applications be received, CVs may be used to assist in shortlisting candidates to the interview stage. Key personal information such as name, age, educational institutions, etc., will be removed beforehand.

Key personal information contained within personal statements will also be removed before they are considered for initial shortlisting. We would be grateful if candidates could avoid including these in the first instance.

Applications are particularly welcome from disabled people and black and ethnic minority people. We guarantee to interview these applicants who meet the minimum criteria for the role.

We want you to have every opportunity to demonstrate your skills, ability and potential. Please contact us if you require any assistance or reasonable adjustments to the application process.