



TEAM SUPPORT JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title:	Team Support
Reports to:	Finance Manager
Responsible for:	N/A
Department:	Care & Repair
Hours:	Full Time (35 hours per week)
Salary:	£25,607 per annum

About Cwm Taf Care & Repair

Care & Repair is the older persons champion in Wales and actively works to ensure that all older people have homes that are safe, secure and appropriate to their needs. Cwm Taf Care & Repair is a not-for-profit organisation that is a wholly owned subsidiary of Cynon Taf Community Housing Group. The agency is funded by Welsh Government, Rhondda Cynon Taf County Borough Council, Merthyr Tydfil County Borough Council and Cwm Taf Morgannwg University Health Board. Our role is to provide a free support and advice service for older and disabled people that assists the clients choice to remain living in their home. A client led, individually tailored package of support will be identified and delivered by an experienced team of Case Officers and Technical Officers with the aim of ensuring clients remain in their own homes with greater independence, warmth, security and safety

Above all, we are a people-based organisation, passionate about providing great services and support, being a good employer, and a respected partner in our region and across Wales.

Main Purpose of the Role

The Team Support will work proactively to provide direct support to the management team to ensure a maximum of efficiency and responsiveness to the needs of the team.

To provide direct support to the Chief Officer in relation to management and delivery of effective Governance arrangements and Board functions.

The duties involve a wide range of support activities within the organisation, from coordinating meetings and taking minutes. This will include attendance at board meetings, management meetings, health & safety meetings and team meetings.

The Team support will support all managers within the organisation, enabling them to fulfil their functions in respect of our corporate plan.



Key Responsibilities

- Organise and plan a range of meetings in the organisation that will include board meetings and management meetings. You will be responsible for following up actions with managers relating to planners and to take minutes and release in agreed timescales.
- Be responsible for our Learning Management System ensuring staff members are up to date with courses allocated to them. You will provide updates at regular management meetings including evaluation of courses attended
- Be responsible for attending our Nations Comms meetings and feeding back to management. This will also include contributing to our Social Media pages and working with our comms colleagues in Cynon Taf community Housing Association.
- To provide an admin support function so that the Chief Officer is supported to discharge duties to our Board of Management
- Providing admin support to managers in relation to self-assessment, annual reviews, board development programmes and accreditations such as Advice & Quality Standards and Safe Contractor.
- Be responsible for planning events on behalf of the organisation
- Support the development of our Welsh Language Scheme

Key Measures of Performance

- Attendance and minute taking at the following meetings:
 - Board Meetings
 - Management Meetings
 - Health & Safety Meetings
 - Caseworker Meetings
 - Technical Meetings
 - Practical Services Meetings
- Planning and organising training for staff relating to Learning Management System ensuring managers are updated on training attendance
- Contribute to keeping our social media platforms updated and signposting any external queries received to the relevant manager.
- Be responsible for updating our Website with job adverts and acting as a point of contact with Care & Repair Cymru on their national comms forums. Responsible for using Canva to support external comms in the organisation.
- To provide direct administration support to the Chief Officer to enable the organisation to discharge its duties and governance responsibilities to our Board of Management and to achieve delivery of our corporate plan.
- To provide direct support to managers to assist with preparation of accreditation reviews such as Advice & Quality Standards, Safe Contractor etc



- To liaise with partners and members of the public and plan events on behalf of the organisation agreeing dates with front line officers.
- Minutes of meetings are provided promptly.
- Maintaining accurate records of all colleague interactions, adhering to professionalism, commercial confidentiality and GDPR.
- Contribute to the development of the service and our brand in the marketplace by delivering on your responsibilities.

Person Specification – Essential Requirements

All our staff are expected to commit to and exhibit values, attitudes and behaviours that contribute positively to our vision and mission and the values set out in our organisational Values (see Annex 1).

Key Capabilities

- Excellent administration skills
- Understand the importance of confidentiality
- Excellent organisational skills
- Knowledge of equality, diversity, and inclusion strategies
- Relationship building
- Problem solving
- Good collaborator and communicator
- Time and project management
- Understanding of how the area of work fits to the wider corporate aims of the organisation

Technical Abilities

- Good degree of Education (5 GCSEs or equivalent)
- Excellent listening skills and the ability to interact with a range of colleagues
- Ability to follow procedures and carry out tasks to a high standard ensuring accuracy
- Basic knowledge and understanding of Employment and Health & Safety legislation
- Awareness of GDPR
- Able to use key Microsoft Office packages – Excel, Word, Teams, planner and PowerPoint
- Experience of using social media platforms and Canva
- Able to use all key virtual meeting and messaging platforms independently and effectively e.g., Teams
- Able to become proficient swiftly and confidently with new platforms / systems as required, for example to support new digital learning products.

Annex 1

Our Vision

Healthy valleys communities where everyone feels connected, supported and hopeful about the future

Our Mission

To provide quality homes for current and future generations and be an inspiring, trusted community partner and employer

Our Values

- **We are committed**

We are kind and care about making a positive difference for our tenants, communities and people

- **We are respectful**

We believe we can only work well together if we respect each other

- **We show integrity**

We work hard to earn trust by being clear, honest and responsible for our actions