

Venue & Events Administrative Assistant

Job description and person specification

Employed by:	Welsh Centre for International Affairs (WCIA)
Responsible to:	Venue Manager
Salary:	£17,681 pro rata (point 14 on the NCP pay scale)
Pension:	You will be enrolled automatically into our pension scheme and the WCIA will match your contribution up to a maximum of 5% of your gross salary (minimum 1%).
Terms and hours:	<p>Initial 1-year contract on an annualised hours basis, equivalent to 2.5 days per week</p> <p>This post has ‘peaks and troughs’ of activity depending on the number of venue bookings. The post-holder will be paid a fixed monthly salary based on 2.5 days (18.5 hours) per week, but may be required to work less or more than that amount in any given week.</p> <p>Hours will usually be worked between Monday-Friday with occasional weekend work. The appointee will agree the working pattern with the Venue Manager, but please note that early starts (from 8.00-8.30am) will be required regularly.</p> <p>The post-holder is responsible for keeping an accurate record of all hours worked.</p>
Base:	WCIA offices in the Temple of Peace, Cardiff.
Annual leave:	28 days plus public holidays, pro rata
Travel:	This role may occasionally require travel. Expenses will be paid.

The Welsh Centre for International Affairs values diversity, promotes equality and challenges discrimination. We welcome and encourage applications from people of all backgrounds.

About the WCIA

The Welsh Centre for International Affairs is a registered charity that inspires people in Wales to learn and act on global issues. Our vision is for everyone in Wales to contribute to creating a fairer, more peaceful world. Our overall aims are:

- To raise awareness of global issues among the people of Wales.
- To help people, especially young people, develop the skills they need to understand and confront these issues.
- To act as a forum for individuals and organisations in Wales to exchange ideas, build partnerships, and work towards common goals in line with the WCIA's values.

The WCIA manages two major partnership projects, [Hub Cymru Africa](#) and [Wales for Peace](#), as well as delivering educational work, public events and a volunteering programme.

About the Temple of Peace

The Welsh National Temple of Peace and Health (better known as the Temple of Peace) is a historic, Grade II listed building in the Cathays Park area of Cardiff. It is home to the WCIA, as well as UNA Exchange, Size of Wales, Fair Trade Wales and the Sub-Saharan Advisory Panel.

The WCIA has control over the centrepiece Marble Hall and a Committee Room in the Temple, as well as access to the wood-panelled Council Chamber. We hire out these rooms for events, with the income going towards the WCIA's charitable work. Having appointed a Venue Manager in 2016, we are in the process of developing the Temple into one of Cardiff's premier event locations, the 'Venue with a Heart'. See www.templeofpeace.wales for more information.

Summary of Venue & Events Administrative Assistant role:

The Administrative Assistant will support the delivery of events at the Temple of Peace. The primary focus will be supporting the Venue Manager in ensuring all event/venue procedures, processes and documentation are up-to-date and responding to customer email enquiries.

They will also ensure that social media content is scheduled, be a second pair of eyes on promotional materials and help maintain all Temple of Peace standards.

Specific responsibilities for this role include:

- Answer telephone and answer machine messages
- Receive and respond to email messages
- Schedule events & meetings in CRM system
- Schedule social media posts and review marketing materials
- Perform research
- Update CRM system
- Prepare event contracts for customers
- Check and store supplier contracts
- Collate, check and send weekly information for invoicing
- Book suppliers/event staff as required and manage associated documents
- Act as communication relay, making sure all parties receive necessary information and that this information is accurate
- Manage returns of hired equipment
- Support the Venue Manager in quarterly data compilation and report development
- Deputise for Venue Manager when she is on leave, covering appropriate tasks as required
- Provide weekly advance information to caretakers and about upcoming events and set-up requirements
- Liaise closely with the Finance department to ensure that financial figures in Salesforce are in sync with those in the accounting system, and that figures from the accounting system give an up-to-date and reliable indicator of revenue and expenses for the venue
- Schedule social media updates

Venue & Events Administrative Assistant Skills

- Understanding of office management systems
- Administrative experience
- Strong time management skills
- Knowledge of general administration procedures
- Ability to multitask
- Problem-solving skills
- Strong organisational skills
- Written communication skills
- Strong attention to detail
- Verbal communication skills
- Ability to deal with all members of an organisation
- Confidence in dealing with the public
- Professional and friendly demeanour
- Interest in global issues and the WCIA's work
- Willing to learn and use basic Welsh,
- Able and willing to work flexibly – this includes increasing/reducing hours according to number of events, frequent early starts, and occasional evening/weekend work

Person specification

Applicants must demonstrate the following attributes by linking them with their skills and experiences in the job application statement.

Essential requirements

- Proven ability in office-based administration
- Excellent organisational skills, with the ability to prioritise and manage day-to-day tasks in a timely manner
- Strong written and spoken communication skills in English; confident in communicating professionally with staff, customers and suppliers, at all levels up to high-level corporate customers
- Projects a friendly and professional image of the WCIA at all times
- Able to respond positively to all customer requirements and solve problems using your own initiative
- Good grasp of financial figures
- Practical, hands-on approach and attention to detail
- Excellent IT skills, including Microsoft Office applications and (preferably) customer databases and social media
- Consistently follows established policies and procedures
- Able and willing to work flexibly – this includes increasing/reducing hours according to number of events, frequent early starts, and occasional evening/weekend work
- Interest in global issues and the WCIA's work
- Willing to learn and use basic Welsh

Desirable attributes

- Experience of working in event management, venue hire or another relevant area
- Able to communicate in both Welsh and English

Application Process

- All applicants must complete the official WCIA Application for Employment form, available at www.wcia.org.uk/vacancies. **Please provide all relevant information on the application form as we will not consider CVs or cover letters as part of the application.**
- Please submit your application by email to emilywilliams@wcia.org.uk. If you do not have access to email you can send a paper application to the address given on the application form. Please get in touch if you have any other access requirements in order to submit an application.
- The deadline for receipt of applications is **midday on Thursday 29 March**. We will send an email acknowledgement to all applicants by 17.00 on 3 April; if you have not received this then please contact us. We cannot be held responsible for applications that do not reach us, or that arrive after the deadline.

- If you are shortlisted for an interview, we will contact you directly. Interviews will take place on **Wednesday 11 April** at the Temple of Peace, Cardiff.
- No references will be taken up until a provisional offer of employment has been made.
- Unsuccessful applicants will be informed by email.