



Application pack – Team Support Assistant

We are seeking a dynamic and enthusiastic Team Support Assistant to support our growing organisation at an exciting time.

About the Learned Society of Wales (LSW)

Over the past 12 years, LSW has established itself as Wales's national academy for arts and sciences. We have over 600 Fellows (our "Fellowship"), which brings together experts from across all academic fields and beyond. We use this collective knowledge to promote research, inspire learning, and provide independent policy advice. The Society is now entering an exciting new phase of development. This includes developing the ways in which we engage with our increasing Fellowship, growing our early career researcher network and expanding our support to researchers through grants and events. We have also sharpened our focus on equality, diversity and inclusion.

We are a charity, with our objective being that "The Society shall be for the benefit of the community, to advance education, learning, academic study and knowledge, so as to result in contributing to scientific, cultural, social, environmental and economic development within Wales and beyond." As such, our Council is our board of trustees and has overall responsibility for the Society's governance, strategy, activities and finances.

Our small, friendly and very committed staff team of eight, support the Council and broader Fellowship and are responsible for delivering the Society's activities. We have grown as a team and adapted how we work, and what we deliver over the past two years. We have also recently recruited a new CEO who brings with them a refreshed vision for the Society and how our team operates.

About the role

Managed by the Clerk to the Council, this role will work across our varied team to support a wide variety of people, roles and tasks - from finance to events, supporting our board of Trustees and the CEO, to working with policy advisors and communication professionals. As such, it offers a great all-round experience for someone looking to develop a variety of career paths.

There are four main aspects to this role:

- Supporting senior staff and executive
- Database management
- Meetings and event support
- Communication support

We want someone flexible and enthusiastic, with a keenness to learn and a proactive attitude to finding solutions to support our team, including the use of digital and automation. This will contribute to our culture of change and continuous improvement. We are also a sociable and supportive team and are looking for someone who is keen to become an integral part of this, taking an active role in all team meetings and training opportunities.

The Society has recently sharpened our focus on equality, diversity and inclusion. We want to ensure that the Society benefits from the widest range of talents and perspectives, and we're building this in to all our work.

We want to be a diverse Society and to reflect a diverse society. We are committed to making the Society welcoming and inclusive and encourage applications from under-represented groups.

Key facts about this role

Salary	Salary: £20,092 - £22,254 per annum, depending on experience. Pro-rata for part-time hours worked.
Pension and benefits	The post-holder may join our pension scheme, with the employer and employee each contributing 5% of gross salary into the scheme each month. We provide enhanced sick pay and maternity pay that exceed the statutory minimum.
Location	Our offices are based in Cathays Park, Cardiff. We anticipate the post-holder dividing their work between office and home (details to be agreed with line manager).
Travel	The job requires some travel within Wales and occasional overnight stays. Expenses will be reimbursed.
Line manager	Clerk to Council
Employment terms	Full-time, permanent. To start as soon as possible.
Hours	35 hours (5 days) per week, usually worked between Monday-Friday. A minimum of 32 hours would be considered for the right candidate. There is scope for flexible working; the pattern of hours will be agreed with the line manager. The post-holder may occasionally be required to work during evenings and weekends.
Annual leave	The basic leave allowance is 25 days, to be taken as agreed with the line manager. In addition, we provide 8 statutory days and 7 additional 'customary days'.

Key duties

Supporting senior staff and executive

Under the guidance of the Clerk, this position will include direct correspondence with senior people including the CEO and President. Responsibilities will include:

- Diary management, particularly for the CEO, President and Executive, including arranging meetings and booking travel and accommodation.
- Supporting the Clerk and other staff with Council and Committee meetings including assisting with the production of papers, briefings and taking minutes.
- Supporting the Fellowship officer to prepare the documentation required by Fellows to decide on the appointment of new Fellows. This includes writing emails to senior people to seek references and compiling papers for Scrutiny Committees.

Database management

We use an online platform called Dynamics to hold data on our 600+ Fellows and other key stakeholders. A key duty for the Team Support Assistant will be supporting our Fellowship Officer to update and improve this database to ensure we are engaging in the best way possible with our increasing Fellowship. Responsibilities will include:

- Maintain existing and add new Fellowship data on Dynamics and run an annual update exercise to update all appropriate data stores (Dynamics, Website, Mailchimp)
- Provide colleagues and Committees with analysis of the dataset
- Coordinate the use of the database for communication to Fellows and to maintain Fellows profiles on our website

Meeting and event support

In addition to meetings, we run a wide variety of events from large public lectures to small networking events, in-person dinners to online seminars. A key duty for the Team Support Assistant will be supporting the Clerk to arrange a variety of Council and Committee meetings (both online, in-person and as a hybrid of the two) and supporting other staff to run a variety of online events (primarily using zoom) and delivery of hybrid and in-person “showcase” events such as our medals awards evening and our Fellows dinner.

Responsibilities will include:

- Technical support for online and hybrid meetings. This includes the set-up of simultaneous translation, queuing up presentations in advance and processing recordings afterwards.
- Room and catering bookings for in-person meetings, prepare meeting spaces and oversee all aspects of attendees experience including special access needs etc.
- Setting up registration pages, issuing invitations, monitoring attendance and liaising with speakers and attendees.
- Researching similar events to ensure our offer is distinctive / relevant and collating feedback to ensure future events are improved upon.

Communication support

- Support the Communications Officer in drafting communications such as event descriptions and marketing emails and assist in scheduling communications such as newsletters.
- Support the Fellowship Officer in all communication to Fellows. For example, drafting formal letters and emails of congratulation or condolence, notifying successful and unsuccessful applicants to Fellowship and promoting opportunities such as encouraging Fellows to nominate people for our medals.
- Managing the use of external translators to support the translation requirements across the team.

Other

- Carry out other duties as reasonably requested by the Clerk on behalf of the staff and Executive.

Person Specification

	Criteria		Essential	Desirable
Qualification	A-Levels or equivalent qualifications		✓	
	A degree or equivalent			✓
Knowledge and experience	Experience of working in an administrative or office environment where you have provided support to others.		✓	
	Experience of communicating in a professional manner to senior audiences (e.g. writing emails, newsletters or meeting papers).		✓	
	Evidence of working as an effective team member, providing support to other team members where necessary.		✓	
	Experience of organising events and/or meetings		✓	
	Experience of managing and analysing databases or large data sets			✓
Skills, abilities and attitude	Experience of planning, prioritising and organising your own workload to meet deadlines.		✓	
	Evidence of using your initiative to solve problems		✓	
	Proficiency in using common office IT packages (e.g. MS Office) and online meeting and conferencing platforms (e.g. Zoom and Eventbrite).		✓	
	Experience of using Mailchimp and Wordpress (or similar packages)			✓
	Evidence of your commitment to working in a bilingual organisation		✓	
	Excellent written and spoken communication skills	In English	✓	
		In Welsh		✓
	Commitment to equality, diversity and inclusion		✓	

How to apply

- If you would like more information before deciding whether to apply, please contact Amanda Kirk (applications@lsw.wales.ac.uk) to arrange an informal discussion.
- You must make your application using our official application form. Please provide all relevant information on the form, as we will not consider CVs or cover letters as part of your application. Please ensure that you save the final document in Word or PDF format.
- When you write the Supporting Statement, please let us know **how you meet each of the essential criteria** in the Person Specification (and the desirable criteria if possible). We recommend that you cover each of the criteria in order, using it as a heading; this will help us assess your application more easily. You should also tell us **why you are interested in this post**. Your statement should be no more than 500 words.
- Please email your application to **Amanda Kirk** (applications@lsw.wales.ac.uk) by **23.00 on 29 May 2022**.
- Please complete our Equal Opportunities Monitoring questionnaire at <https://www.smartsurvey.co.uk/s/B1H26X/>
This is anonymous and will not be considered as part of the application process.

Please note you need to show us that you can meet ALL the essential criteria in order to be short-listed. You can draw on elements from any aspect of your life, such as education, work, home, or community life, as long as you focus on its relevance in comparison to the needs of this job.

What will happen next?

- We will send an email acknowledgement to all applicants. If you do not receive an acknowledgement before **10.00 on 31 May**, please contact us. We are not responsible for applications that do not reach us, or that arrive after the deadline.
- We will assess the applications and select a number of candidates for interview. If we select you, we will contact you directly. **We anticipate holding interviews during the week beginning 13 June**. If you have not been invited to interview within three weeks of the closing date, please consider your application to be unsuccessful.
- We will make a provisional offer of employment to our chosen candidate. We will then take up references and, if these are satisfactory, confirm the job offer.

We reserve the right not to make an appointment if we judge that none of the candidates meets the required standard.