Welsh Parliament
Human Resources

Private Office and Executive Office Team Support

Information Pack

SC-025-26



senedd.wales

Welcome from the Head of Service



Sulafa Thomas

Head of Commission and Member Support

"Thank you for your interest in joining the Senedd Commission, in a role that is right at the heart of what we do.

The Private Office and Executive Office teams directly support the Presiding Officer (Llywydd) and Deputy, the Chief Executive and Directors and our senior decision making bodies. This is an opportunity to work in a busy, high-profile environment supporting these teams. If you are enthusiastic, organised, have good people skills and are able to stay calm and effective under pressure, then we would love to hear from you.

The role can be varied, you will need to be able to prioritise and work to deadlines, and you'll also be working in a position of trust. We offer excellent training opportunities and if you are looking for a challenge then this could be the role for you."

Post Reference: SC-025-26

Job Title: Private Office and Executive Office Team Support

Salary: £26,690 - £30,503 (Team Support – TS)

Please note, the starting salary will normally be offered at the minimum of the band.

Duration: Permanent

Service: Private Office & Executive Office Teams, Commission and Member Support Service, Engagement Directorate

Location: Senedd, Tŷ Hywel, Cardiff Bay (minimum 3-4 days per week in office), with flexible home working.

Pattern of Working: This is a full-time post although flexible working arrangements will be considered, subject to meeting the needs of the Senedd and its Members.

Security Clearance: Successful external candidates will be required to complete pre-employment checks. This includes mandatory national security Vetting to Counter Terrorist Check (CTC) level or Security Check (SC) or higher, as described below. All successful candidates are required to pass these checks before an offer can be confirmed.

To enable the mandatory national security checks to be carried out you must have resided in the UK for a minimum period of time.

- To undergo a CTC level check, you must have normally resided in the UK for a minimum of 3 years out of the last 5 years.
- To undergo a SC level check, you must have normally resided in the UK for a minimum of 5 continuous years.

If you do not meet the minimum length of stay required for the mandatory national security checks to be undertaken, we are not able to move forward with your application.

This position has been assessed as requiring a ‘SC’ level of security vetting.

Purpose of the post:

The Commission and Member Support Service (CAMS) provides secretariat support to the Presiding Officers, Chief Executive and Directors of the Senedd, and operational and professional development advice to 96 Senedd Members and their staff.

The Private Office team is the direct support team for the Presiding Officer (Llywydd) and Deputy, ensuring they are able to carry out their duties effectively. The team also delivers an international work programme hosting international visitors, and arranging outward delegations.

The Executive Office team provides executive support to the Chief Executive and Directors. The team also provides secretariat support to the Senedd Commission, the Executive Board, and Leadership Team as well as other boards, bodies or groups as requested. The team manages the CAMS financial and business continuity responsibilities, internal communications and a number of other corporate activities.

The role will also provide support to the Head of Service and across the CAMS service as needed from time to time.

This post is an exciting opportunity to work in a busy environment at the heart of the Senedd. The post holder will provide key central services and administrative support for the two teams, and you will need to be able to work bilingually. The role can be varied, you will need to be able to prioritise a busy workload and work to set deadlines whilst remaining calm and responsive to the needs of others. You will be a key point of contact for colleagues across the Senedd Commission as well as Senedd Members, and will need to develop effective working relationships with them.

The successful candidate will have excellent interpersonal skills; have a focus on customer service and getting the job done; will be organised, with effective and efficient administrative skills; the day to day tasks are reliant on good working knowledge and aptitude with Microsoft 365, MS Office suite and Sharepoint.

The successful candidate will adopt a positive and flexible approach to their work. This will require working from the Tŷ Hywel Building in Cardiff Bay in order to meet business needs, whilst working from home at other times (if preferred).

Core Responsibilities:

Key tasks:

- Providing general administrative and logistical support, such as organising hospitality, room bookings, car parking and visitor passes, receiving guests and supporting arrangements for international/VIP visits. Helping to arrange and support activities and events managed by the teams as needed.
- Supporting and arranging team and CAMS service meetings (organising, taking minutes, noting and following up actions)
- Managing the Private Office electronic inbox and calendar - appropriately identifying and logging actions and arranging meetings as required.
- Maintaining effective paper and electronic document filing and retrieval systems and record-keeping, including collating, formatting and organising electronic meeting papers, in accordance with the Information Asset Register / Retention Schedule.
- Maintenance and monitoring of the teams' contribution to the Senedd's Internet and Intranet sites, including the registration and publication of gifts and hospitality and posting news items.
- Arranging travel and accommodation needed, within relevant guidelines.
- Processing and logging purchases, the payment of invoices and expenses claims.
- Dealing with internal and external telephone, Microsoft Teams and email enquiries promptly and efficiently.
- Providing a professional and responsive interface with the rest of the organisation, maintaining effective working relationships with key teams, and being the first point of contact in some instances (eg liaison with Senedd Security and Police Unit);
- Monitoring data for KPIs and maintaining records across teams.
- General administrative and office duties, including printing of papers, monitoring, ordering and keeping tidy the stationery supplies and office facilities as needed to support CAMS service.
- Providing office cover and support across the CAMS service as required.

Job Specific skills and Competencies:

This section states which skills and experience are deemed to be essential for this role, and also which are considered desirable.

You should refer to these in your application form.

Job Specific criteria:

1. Interpersonal skills: Excellent oral communication and interpersonal skills with the ability to work with a range of people at all levels in a way that builds their trust and confidence.

2. Accuracy: Attention to detail, with excellent spelling and grammar, working accurately to tight deadlines along with effective organisational and administrative skills.

3. Knowledge and Experience: An aptitude for ICT, in particular knowledge, understanding and experience of using Microsoft packages, in particular Office 365 and Sharepoint, Outlook, Word, Excel and Powerpoint.

4. Judgement: Ability to deal with confidential and sensitive information appropriately, and knowing when to escalate issues.

Welsh language criteria:

The language skills for this post have been assessed as follows:

- **Listening:** Understand conversations and instructions confidently. (Level 4)
- **Speaking:** Able to speak and engage confidently in discussion at length and able to answer any question. (Level 4)
- **Reading:** Understand a wide variety of text confidently. (Level 4)
- **Writing:** Able to write a wide variety of text confidently. (Level 4)

These skills will be assessed as part of the selection process.
For further information on the Welsh language levels, please **visit our website.**

Level Competency Areas and Behaviours:

These are the specific competencies that you will be expected to demonstrate in this role.

Competency areas and Behaviours will be assessed at interview stage and **do not** need to be addressed within your application form.

Leadership

- Take responsibility for pro-actively contributing to the achievement of the teams' goals and responsibilities.

Working with and valuing others

- Are aware of others' needs and prioritise effectively taking account of those needs.

Learning and Improving

- Make suggestions to improve working practices and propose new ideas.

Delivering results to customers

- Focus on results and are committed and positive in getting the job done, remaining professional in a busy, high profile environment delivering high standards of customer service.

Development Opportunities Offered by the Post:

This is an attractive role which places the post-holder at the heart of the organisation. The post-holder will gain a detailed understanding of the work of the Presiding Officers, the Senedd and its Members and will be able to develop a wide range of skills across the administrative duties undertaken, making use of technologies and new ways of working to help shape future service delivery.

The Senedd Commission is committed to providing suitable support and opportunities for staff members to develop or improve new skills should they wish to do so.

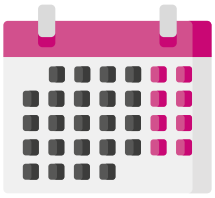
For further information about this position please contact Gwion Evans on 0300 200 7403; or Liz Jardine on 0300 200 6226

As the advertised position has management responsibilities, the successful candidate will be required to complete the Senedd Commission's Manager Programme. This programme will provide the successful candidate with the essential skills and knowledge they need to become a high performing line manager in the Senedd.

Working at the Senedd

The Senedd is an exciting place to work. We have progressive policies and a commitment to training and development.

When you work here, you're entitled to:



31 days annual leave per year

—

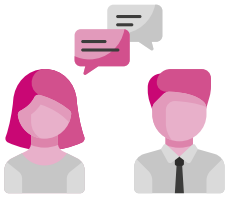
11 days Public and Privilege holidays per year



Incremental pay rise

—

Principal Civil Service pension scheme



Access to occupational health

—

Access to Employee Assistance Programme

—

Supportive work place equality networks



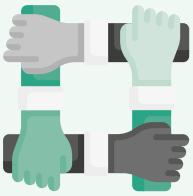
Family friendly policies, including career break, part-time working, job share, term time working and special leave

—

Generous maternity, foster, adoption, and shared parental leave

Our Values

Our values are part of everything we do. Together, we've created a set of values that celebrate the way we work together, and remind us of who we are and what we stand for.



RESPECT

We are inclusive, kind, and value each other's contributions in delivering excellent services.



PASSION

We are purposeful in our support of democracy and pull together to make a difference for the people of Wales.



PRIDE

We embrace innovation and celebrate our achievements together as a team.



WE ARE ONE TEAM

Our Values define what we do and how we do it, and they unite us as a single team.

We look forward to seeing how your values align with ours, so you can help nurture a positive and inclusive culture with us.

Our official languages (Welsh and English):

We are fully committed to continuously enhancing and improving our exemplary bilingual services and to being a truly bilingual organisation so that Members of the Senedd, the public and staff can choose to work or communicate naturally in either or both of our official languages, with the use of both languages proactively encouraged and facilitated.

Though we do not require all our staff to be fluent in both our official languages, our expectation is that they are all committed to the delivery of services in both our official languages. To that extent, we expect all Senedd appointees to have, or to acquire during an agreed period, courtesy-level skills in Welsh. All posts are assessed in the context of the service area's ability to deliver bilingual services to our customers and some posts, therefore, require a higher level of Welsh to facilitate that, such requirements are expressed above.

Diversity and Inclusion:

We want to foster an inclusive organisational culture, attracting and retaining the widest range of talent and ensures that all our employees realise their full potential, irrespective of their background. We want our workforce to be more representative of all sections of society at all levels in the organisation.

We welcome applications from a diverse range of people, from all backgrounds and with many different skills, experience and perspectives. We particularly encourage applications from disabled people and people from ethnic minority communities, who are currently under-represented in our workforce. Find out more about our **approach to diversity and inclusion on our website**. All appointments will be made on merit.

Apply now!

Details of the Selection Process:

Candidates are required to complete an application form through our recruitment portal addressing the job specific and desirable criteria.

Closing Date for applications:

23:59 1 September 2026

Your application must be submitted before midnight on the closing date.

You will be updated on your progress via the email address you first register with. Please check your Junk Mail and Spam folders to make sure you don't miss any future correspondence.