



Social Business Connect
from the Wales Co-operative Centre

Cyswllt Busnes Cymdeithasol
o Ganolfan Gydwethredol Cymru

Social Business Connect from the Wales Co-operative Centre is a unique commercial consultancy service which helps organisations to develop their supply chains with the social business sector.

This is an exciting time as we are entering a period of growth. We now invite applications from all sections of the community for the post of:

Social Business Connect Administrator

Job Purpose:	Provide efficient administrative support for Social Business Connect and other commercial services as required.
Starting Salary:	£13,870 per annum (equivalent to £23117 Full Time Equivalent).
Contract:	Permanent.
Hours:	21 hours per week.
Location:	Caerphilly.
Closing date:	10:00am, Wednesday 23 rd October 2019.
Interview date:	Wednesday 6 th November 2019.

For more information about Social Business Connect, please visit <https://wales.coop/social-business-connect/>.

To apply, or for more information about the Wales Co-operative Centre, our culture and values, please visit <http://wales.coop/careers/> or alternatively telephone 02920 807113 citing job reference SBICA/0919.





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Job Description - Social Business Connect Administrator

The Service: Social Business Connect from the Wales Co-operative Centre is a unique commercial consultancy service which helps organisations to develop their supply chains with the social business sector.

Job Purpose: Provide efficient administrative support for Social Business Connect and other commercial services as required.

Accountable to: Social Business Connect Lead Consultant.

Role Specific Main Duties and Responsibilities

1. Be the first point of contact for enquiries about the Social Business Connect service and provide up to date information to potential clients in an efficient manner
2. Accurately record and collect base line data on all new client enquiries
3. Use the CRM to record and report on client contacts and activity
4. Prepare reports for internal stakeholders as required
5. Carry out market development research in order to support the identification of new markets and the creation of new leads
6. Support the procurement of external services and the ongoing administration of contracts as required
7. Assist with the delivery of marketing activities to include direct campaigns, organising small events such as network meetings and seminars and supporting social media activity (including checking accounts on evenings and weekends);
8. Arrange diaries, travel, accommodation other administration associated with the attendance of the delivery team at various events;
9. Assist with the maintenance of the Social Business Connect website to ensure that information is up to date and refreshed regularly
10. Promote the Social Business Connect service internally and externally, encouraging internal referrals wherever possible
11. Provide general administrative support including photocopying, filing, managing incoming and outgoing correspondence, raising purchase orders, updating CRM system, etc.
12. Support the development of materials for clients as required.

Wales Co-operative Centre Duties and Responsibilities

1. Work co-operatively with other staff across Wales Co-operative Centre programmes to promote the work of the Centre and facilitate achievement of the organisation's Vision;
2. Contribute to and represent the values of the Wales Co-operative Centre;
3. Promote and ensure safe working practices in line with Health and Safety requirements;
4. Adhere to all Wales Co-operative Centre policies and procedures;
5. Actively promote diversity within the Wales Co-operative Centre;
6. Play an active role in achieving excellence;
7. Maintain proper records of activity and produce reports as required;
8. Regularly attend and contribute to team meetings;
9. Work flexibly, including early mornings, evenings or weekends as necessary;
10. Travel as necessary to meet the requirements of the post;
11. Undertake professional development as required; and
12. Undertake such other duties appropriate to the level of the post that may reasonably be required.

It should be noted that this job description merely provides a summary of the main duties and responsibilities of the post. It may be subject to periodic review and modification in conjunction with your Line Manager and the HR and Corporate Support Manager which may lead to revisions in light of operational requirements.



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Person Specification - Social Business Connect Administrator

This document outlines the knowledge, skills and behaviours which our ideal candidate will be able to demonstrate. If you feel that you could be the next member of our team, please tell us how you meet the criteria listed in section 1 within your application. Please address each point clearly.

1.0	Role Specific Knowledge / Skills / Behaviours
1.1	Experience of administrative office work
1.2	Experience of using Customer Relationship Management software, preferably MS Dynamics
1.3	Experience of supporting the promotion of a professional product or service
1.4	Ability to carry out independent market research and compile results into written reports
1.4	Proven experience of analysing and interpreting data and identifying opportunities for innovation
1.5	Excellent organisational skills and the ability to manage multiple deadlines

NB: The ability to communicate in Welsh is desirable but is not an essential criteria for this role.

All Wales Co-operative Centre staff are also expected to be able demonstrate the following core skills and behaviours. Some or all of these will be tested at interview stage.

2.0	Core Skills
2.1	Ability to manage own workload, time and diary in order to meet deadlines / achieve outcomes
2.2	Ability to work independently with minimal supervision
2.3	Ability to work calmly and efficiently under pressure
2.4	Ability to work co-operatively and effectively as part of a team
2.5	Ability to competently use MS Office
2.6	Ability to deliver excellent customer service
2.7	Ability to communicate effectively, verbally and in written format, across various audiences
2.8	Ability to build relationships with internal and external stakeholders
2.9	Ability to identify opportunity for innovation and solve problems
2.10	Ability to adapt to change

3.0	Core Behaviours
3.1	Co-operation – work collaboratively for mutual benefit
3.2	Support – give your time, expertise and encouragement
3.3	Fairness – value diversity and democracy
3.4	Integrity – strive to be open and honest in everything that you do
3.5	Positivity – invest your energy on achieving outcomes
3.6	Inspire - stimulate businesses, communities and people to take control and reach their potential
3.7	Punctual
3.8	Committed to continuous professional development