

## Project Administrator

TGP Cymru is one of the leading Wales based charities, which supports and represents vulnerable children, young people and families through a range of projects, training and campaigning. TGP Cymru services are funded by multiple funders and deliver services pan-Wales.



**TGP Cymru Department:** Family Services

**Responsible to:** Refugee and Asylum Service Team Manager

**Location:** All TGP Cymru posts are Homebased with opportunities for office-based working in Cardiff and Swansea.

**Purpose of role:**  
Provide administration for Refugee and Asylum Service

### Accountabilities / Responsibilities

- Act as the first point of contact for service – dealing with routine internal and external enquiries, building and maintaining relationships
- Provide basic advice in respect to policies, procedures or service delivery
- Set up and maintain records and systems ensuring compliance with wider TGP Cymru policy
- Support staff in the use of TGP Cymru case management system, including induction of new practitioners, updates in team meetings and ongoing support
- Collate, input and maintain data for monitoring and reporting purposes
- Collate, verify and process paperwork relating to team expenses, HR issues and other required paperwork and ensure that deadlines are met
- Ensure accurate records for all financial matters including the processing of invoices
- Organise and arrange team meetings and take minutes
- Assist with organising meetings, conferences, training and events including room / venue hire
- Such other duties and responsibilities as may reasonably be required by the Organisation and which are consistent with grade

### Performance Indicators

- Responsible for the delivery of key performance indicators and standards of practice.
- Quality of service and compliance against statutory, regulatory, organisational and best practice standards and requirements.
- Achievement of service and individual objectives and targets.

**Line management responsibility (as of 01/06/24):**

None

**Budget management responsibility (as of 01/06/24):**

None

**Grade:**

MS3

**Working conditions:**

7 hours per week that may involve some occasional weekend and evening working and occasional stay away from home overnight to attend meetings, conferences or training.

Ideally the hours would be spread over the week. Other working patterns would also be acceptable.

Travel to various locations across Wales may also be required.

**QUALIFICATIONS**

- GCSE/O Level standard of education including English & Maths

**Skills and abilities / competencies**

The post holder will be able to:

- Produce quality results in a service-orientated and timely manner and is committed to deliver agreed outcomes
- Work well with colleagues and partners and acknowledge the different ideas, perspectives and backgrounds of others
- Plan and organise work and manage time effectively
- Communicate effectively i.e. express information and ideas in a clear, concise and accurate manner; listen actively and ensure information is shared.
- Be open to new approaches and ideas, respond positively to change and adapt quickly to new situations
- Seek opportunities for continuous learning and professional growth.
- Use Microsoft Office products including office 365

**Knowledge / Experience**

The postholder will be able to demonstrate a sound understanding and record of achievement in the following:

- Admin within an office environment
- Use of Office 365
- Operating financial systems including budget monitoring and control
- Dealing with members of the public and other agencies

**Other**

- Display TGP Cymru values and behaviours at all times and actively promote them in others
- Commitment to equality and diversity
- Full driving licence and have access to transport (desirable)
- Ability to speak Welsh (desirable)

