



Comisiynydd
**Cenedlaethau'r
Dyfodol**
Cymru

**Future
Generations**
Commissioner
for Wales

Role Title: Team Support Officer

Pay Grade 1: £19,240 rising to £22,550 full time per annum

Making it happen:

Changing culture in the public sector, improving the social, economic, environmental and cultural well-being of Wales and protecting the interests of Future Generations, all fall within the remit of the Well-being of Future Generations Act. The Future Generations Commissioner and her team are tasked with helping to make this happen.

Accountable to the Office Manager, the Team Support Officer will be responsible for providing reliable and efficient general office support to the Office of the Future Generations Commissioner for Wales, to enable all functions to run effectively and efficiently at all times.

Is this you?

As a Team Support Officer in our office, you will be someone with a very personable and helpful approach as the first point of contact for the organisation on the telephone and in the office and the go to person for colleagues internally.

You'll love being organised and methodical in your work arranging meetings, booking venues, notifying visitors, organising catering, collating and disseminating papers, attending meetings and taking notes.

You can either speak Welsh with ease already or you'll be happy to improve your existing Welsh Language skills with support and encouragement, so that you can hold initial conversations with people on the telephone, in person, and in brief emails or through our social media channels.

You'll understand how important it is for us to be super connected with others in the Public Sector and you'll be someone who is naturally creative, good with technology and likes being super engaged on social media platforms.



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You'll be someone who will share our values in relation to improving the social, economic, environmental and cultural well-being of Wales and learn with us as we walk the talk.

We are an organisation which likes to think differently, to question and to try new ways of doing things, encouraging creativity and new ideas. So, we are looking for someone who enjoys helping others with their work, someone who likes to continually improve their performance and knowledge, and can work independently and flexibly in response to the needs of others.

Your purpose

Your main purpose is to support the whole staff team in their work. This could range from administration tasks such as booking meetings, supporting events, providing basic IT assistance, house-keeping and reception duties, promoting the work of the office and engaging in online and off-line communications.

Your responsibilities:

- Support other Senior Colleagues in relation to arranging meetings, managing diaries, notifying visitors, arranging hospitality, collating and disseminating papers.
- Book venues and help to manage the logistics of workshops and events including communication through social media channels.
- Support the promotion and communication of the work of the office.
- Participate in providing a complete reception service for visitors to the office including offering refreshments.
- Receive telephone calls, taking messages and re-directing when appropriate.
- Manage the receipt, distribution and dispatch of all mail received and process outgoing mail.
- Contribute to team meetings.
- Support colleagues with stationary orders and maintaining records.



- Support Finance colleagues with the purchase order and purchase invoice processing, filing and generating purchase order documents for suppliers.
- Support bookings and record keeping.
- Support individual projects and working groups as required.
- Maintain an efficient and structured CRM filing system.
- Conduct information-gathering exercises.
- Draft replies to straightforward enquiries.
- Any other duties as required.

Your skills, knowledge, and experience:

Please note that we would encourage you to include personal insight from your lived experiences along with your paid and unpaid work experience when demonstrating your suitability for our posts.

You'll be someone with good written and verbal communication skills, who also understands and enjoys participating in digital media communications.

You'll have a positive attitude to supporting others, be good at talking to people and participating in team activities.

You'll be able to demonstrate an understanding of the values of our office and sustainable development.

You'll be able to demonstrate good ICT skills and organisational skills.

You'll be comfortable using your own initiative when your colleagues are not in the office.