



Job Specification

Job Title:	Team Assistant (Service Centre) (1 FTE)
Project:	Farming Connect
Line Manager:	Service Centre Leader
Salary:	£22,920

Farming Connect

Farming Connect, which is funded by Welsh Government, is a high profile, integrated project which provides support, advice and training to the agricultural sector across the whole of Wales. Its main focus is to support farmers to transition to the Sustainable Farming Scheme and to promote the sector to adapt and remain competitive whilst shifting towards a low carbon economy

Aim

Support the Service Centre Leader in order to provide excellent customer service ensuring that all inquiries are responded to or referred to the appropriate team member promptly and that the data is entered correctly into the project's computer system.

Main Responsibilities

- Provide excellent customer service to external customers and the internal Farming Connect team, responding to inquiries in an informative, accurate and timely manner (by telephone, email and other methods of contacting with the team)
- Diligently follow the Service Centre processes and guidelines when receiving enquiries
- Ensure that relevant team members receive inquiries where appropriate, keeping a full and current record of all actions
- Enter data into the project's computer system correctly
- Carry out general administrative work to a high standard, including supporting other relevant Farming Connect teams
- Assist in organising FC events (e.g. confirming locations etc.)
- Attend meetings representing the Service Centre
- Looking after and updating customer profiles, ensuring they are comprehensive, current and accurate and comply with Welsh Government and Data Protection regulations



- Dealing with applications from the Skills Service and the Advisory Service and completing the necessary checks, in accordance with the Service Centre guidelines
- Ensure that the customers, Advisors and Development Officers receive the latest information regarding the approval of services for the customers in a timely manner
- Support the collating of all the evidence for the activities of the Advisory Services and the Skills Service for all customers
- Draw the Service Centre Leader's attention to any potential problems as appropriate, and as soon as possible
- Represent Farming Connect at events from time to time
- Enable integration across all aspects of the Farming Connect Programme by promoting all Farming Connect activities and events wherever possible
- Attend team meetings, other FC teams and report back to the Service Centre team with any developments / changes.
- Assist with completing various questionnaires with our customers as required
- Ensure that data about attendance at events is loaded and recorded accurately and promptly on BAS

Other

- Ensure that the standards are met for customer services, quality, equality and diversity, health and safety and biosecurity
- Assist the Service Centre to deal with any inquiries and data processing
- Accept other reasonable duties and responsibilities as required
- Represent Mentera as required

Skills and Experience

Essential

- Excellent interpersonal and general administrative skills
- Excellent bilingual communication skills both verbally and written
- Able to enter data correctly and store data to comply with relevant data protection laws
- Good organisational, co-ordination and time management skills
- Excellent customer service skills
- Progressive and enthusiastic about the work of the Rural Department
- Able to be proactive and drive things forward effectively
- Able to work independently as well as within a team
- Excellent IT skills including - Windows; Productivity software (e-mail, word processors, spreadsheets, file storage); Safe usage of computers and the internet (searching and browsing the web, using websites and online applications)
- If working from home for any period, you will be required to already have a suitable internet connection



Additional Information

If you would like an informal discussion about this post, please contact Bethan Arch on 01970 636 289 or bethan.arch@mentera.cymru

The requirements of this role means that it has been categorised as follows:

- A driving licence and use of a car for business purposes:
 - Not required
 - Desirable ✓
 - Essential

- Welsh language ability:
 - Listening/Speaking: Level 5
 - Reading/Understanding: Level 5
 - Writing: Level 5

Mentera provides language skills training to every staff member who wishes to develop their use of Welsh.

How to apply

Applications for this post can be made by completing the enclosed application form and equal opportunities monitoring form and returning them to swyddi@mentera.cymru by 10 am, Tuesday, 15 October 2024

Interviews

We will hold the interviews for this position at the Aberystwyth office on Tuesday, 22 October 2024. If this date is not convenient, please state so on your application form.

Equality and Diversity Declaration

Mentera is committed to supporting and promoting equality and diversity and to creating an inclusive working environment. We believe this can be achieved through attracting, developing, and retaining a diverse range of staff from many different backgrounds. We therefore welcome applicants from all sections of the community regardless of sex, ethnicity, disability, sexual orientation, trans identity, relationship status, religion or belief, caring responsibilities, or age. In supporting our employees



to achieve a balance between their work and their personal lives, for most roles we will consider proposals for flexible working or job share arrangements.