



## Job Specification

<b>Job Title:</b>	Support Officer and Events Coordinator
<b>Project:</b>	Food & Drink Skills Wales (Food & Drink Programmes Mentera)
<b>Line Manager:</b>	Project Manager
<b>Salary:</b>	£24,911

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**This is an excellent opportunity to work on a project in the vibrant Welsh food and drink industry which is crucial to the growth of the Welsh economy.**

## Background

Food & Drink Skills Wales is delivered on behalf of the Welsh Government. Its core ethos lies in developing a skilled and capable workforce which is a prerequisite to increase productivity and efficiency, and to fuel innovation and sustainable growth.

The Food & Drink Skills Wales programme supports food and drink businesses with a focus on the Welsh food and drink processing and manufacturing industry to ensure employees have the right skills and training for their business and the wider industry. It enables employees to share knowledge and experiences with fellow peers whilst also increasing confidence and flexibility in the workplace that make employees feel valued.

Working across all eight main sectors within the Welsh food and drink industry, it aims to prepare employees across Wales to adapt to changes and opportunities in food manufacturing including technical, business and environmental challenges. A skilled workforce will be able to progress careers in the food industry in all parts of Wales.

## Aim

The aim of this role is to provide administrative support to the Food & Drink Skills Wales team to:

- Coordinate and provide support to the project team, which will include providing information, implementing and recording activities onto the project's database and customer management systems
- Be responsible for providing project information, such as output data, both internally and externally to partners and stakeholders
- Ensure that all project documentation is correct and archived
- Assist the team with development and execution of key events and activities



- Support with business engagement and development when required
- Maintain and develop the scheme's administration systems
- Be interactive and work independently without supervision
- Be responsible for co-ordinating the arrangements for workshops and events

The post holder will also be expected to collaborate and work closely with:

- The members of the marketing and communications team as well as managers within the Engagement and Workforce team to plan and arrange a calendar of initiatives and activities including high profile events to promote the service offering
- Food and Drink programmes within Mentera to ensure a streamlined approach to marketing and communications thus improving the overall client journey experience.

## **Main Responsibilities**

### **Providing the project team with information and office support**

- Provide reliable and efficient administrative help and support to the Food & Drink Skills Wales team
- Organise and take minutes at meetings (internal and external)
- Work closely with the Food & Drink Skills Wales programme team in the preparation and organisation of workshops and events to promote the service and expand the reach of the Food Workforce Wales Campaign
- Lead on coordinating skills and training arrangements from day to day, including arrangements with locations, external facilitators and clients
- Represent Food & Drink Skills Wales as the first point of contact for enquiries Welsh Food and Drink Businesses and other programme beneficiaries / stakeholders
- Communicate regularly and effectively with the Marketing and Communications team to ensure activities arranged by the Engagement and Workforce team are promoted effectively
- Travel to locations across Wales to attend events, workshops and meet with Welsh Food and Drink businesses when required to support the Workforce and Engagement managers. Ensure a close working relationship across the team as well as with other food and drink programme team members within Mentera to ensure joint-up thinking with regards to client journeys, output reporting and/or marketing and communication activities.
- Communicate with the relevant external agencies
- Coordinate and summarise the team members' monthly activities in order to produce monthly and quarterly reports (quantitative and qualitative)
- Collate, present and store all required information in accordance with the scheme's funding and monitoring requirements



- Ensure that all the team's files include the required information and support the Project Manager to undertake a regular audit
- Develop and manage a client database and systems for collating project information and outputs
- Record team targets and verify them against endorsement documentation
- Ensure compliance with the appropriate data protection legislation
- Deal with on-line and telephone enquiries and pass them to the appropriate officers in a timely and professional manner
- Maintain records efficiently in an agreed framework to satisfy Welsh Government funding requirements and validity of output
- Translation and support with the Jobs Notice Board
- Represent as required across Food & Drink programmes within Mentera

### **Research and Monitoring**

- Support the Marketing and Events Team Leader to record, collect and analyse client feedback.
- Input data accurately
- Analyse the project's attainment of its targets by ensuring that data is current
- Support the Marketing and Events Team Leader by attending meetings with clients as required to collect any relevant paperwork and monitoring data
- Ensure that the project's CRM and databases are maintained and are current and efficient
- Contact clients, external providers and partners to coordinate activities / events

### **Other**

- Ensure standards for quality, customer service, equality and diversity, health and safety and biosecurity are met
- Accept other reasonable duties and responsibilities as required
- Represent Mentera as required

## **Skills and Experience**

### **Essential**

- Educated to NVQ level 3 or higher, and/or demonstrable experience in a relevant field
- Enthusiastic about the work of the department
- Excellent organisation and coordination skills and able to work to tight deadlines
- Excellent administrative interpersonal skills
- Excellent oral and written bilingual (Welsh/English) communication skills
- Good proofreading skills
- Able to assess and deal with enquiries promptly and professionally
- Able to take clear, concise and correct minutes at meetings
- Self-motivator, who takes responsibility for applying and revising priorities to complete targets, with a clear focus on quality



- Able to be proactive and to drive things forward efficiently
- Able to work independently or as part of a team
- IT skills including Word, Excel, PowerPoint, Databases, Email and the Internet
- Full driving licence and the use of a car

#### **Desirable**

- A good understanding or experience of agriculture / rural / food sector in Wales
- Experience of arranging high profile exhibitions and events
- Demonstrable experience of working in the agriculture and/or food industry in Wales
- Experience of using systems such as Salesforce, Mailchimp and Wordpress

#### **More information**

If you would like an informal discussion about this post, please contact Kate Rees on 07964 354 660 or [kate.rees@mentera.cymru](mailto:kate.rees@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 4
  - Reading/Understanding: Level 4
  - Writing: Level 4

*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](mailto:swyddi@mentera.cymru) by 10 am, Monday, 2<sup>nd</sup> June 2025

#### **Interviews**

We will hold the interviews for this position on Friday, 6<sup>th</sup> June 2025. 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.