



## Job Specification

<b>Job Title:</b>	Advisory Service Assistant
<b>Project:</b>	Farming Connect
<b>Location:</b>	Any Mentera office
<b>Line Manager:</b>	Advisory Service Team Leader
<b>Contract:</b>	Permanent
<b>Salary:</b>	£24,133

### 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 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 Advisory Service Team Leader to provide excellent customer service, ensuring that all queries are referred to the relevant team member in a timely manner and that data is entered correctly into the project's computerised system.

### Main Responsibilities

- Provide excellent customer service to external clients and the internal team by responding to queries in an informative, correct and timely manner
- Diligently follow processes and guidelines
- Correctly enter data into the project's computerised systems e.g. BAS and CMS
- Complete general administrative work to a high standard, including supporting other relevant Farming Connect teams as required
- Update customer profiles and ensuring that they are comprehensive
- Deal with customer requests and complete all required checks, in line with the guidelines
- Deal with any subcontractor claims and complete all required checks, in line with the guidelines
- Contact subcontractors to ensure that the processes are followed in the correct order.
- Ensure that all relevant persons have received the latest required information
- Support co-workers to collate all required information to complete tasks
- Act as a first point of contact via phone to the Service Centre

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- Draw co-workers' attention towards any possible problems where appropriate, and as soon as possible
- Promote all project activities and events wherever possible
- Represent Farming Connect in events from time to time
- Allow integration across all aspects of the Farming Connect Programme through promoting all Farming Connect activities and events wherever possible
- Support with processes concerning quality assurance, with an emphasis on correctly entering data.
- Support CPD events as required.

## **Other**

- Ensure that customer services, quality, equality and diversity, health and safety and biosecurity standards are met
- Accept other reasonable responsibilities and duties as well as representing Menter a Busnes as required

## **Skills and Experience**

- Educated to at least NVQ level 3 or above and/or demonstrable work experience in a related field
- Excellent interpersonal and general administration skills
- 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
- Excellent bilingual skills, both verbal and written
- Able to correctly enter and keep data in order to comply with relevant data protection laws
- Good organisational, coordination and time management skills
- Excellent customer service skills
- Progressive and determined about the work of the Rural Department
- Able to be proactive and drive things forward effectively
- Able to work independently and as part of a team

## **More information**

If you would like an informal discussion about this post, please contact Lowri James on 01970 636 294 or [lowri.james@mentera.cymru](mailto:lowri.james@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

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- 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](mailto:swyddi@mentera.cymru) by 10 am, Friday, 20 February 2026

## **Interviews**

We will hold the interviews for this position on week beginning 23 February 2026. 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.