

Job Specification

Job Title:	Team Assistant (Service Centre)
Project:	Farming Connect
Line Manager:	Service Centre Leader
Salary:	£24,133

Farming Connect

Farming Connect, which is funded by the Welsh Government, is an integrated and high-profile program that offers support, advice and training to the agricultural sector throughout Wales. Its main focus is to assist farmers to prepare towards the Sustainable Farming Scheme encouraging the sector to adapt and remain competitive whilst moving towards a low carbon economy.

Goal

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

Main Responsibilities

- Provide excellent customer service to external customers and the internal Farming Connect team, responding to enquiries in an informative, accurate and timely manner (via telephone, emails and other means of contacting the team)
- Diligently follow the Service Centre's processes and guidelines when receiving enquiries and completing work
- Ensure that relevant team members receive enquiries where appropriate, keeping a full and current record of all actions
- Enter data into the project's computer system correctly
- Complete general administrative work to a high standard, including supporting other relevant Farming Connect teams
- Be part of the team responsible for ensuring that the phone rota is full from 8.30-5 Monday to Friday
- Assist in organising FC events (e.g confirm locations etc.)
- Attend meetings representing the Service Centre and Farming Connect
- Responsible for and updating customer profiles, ensuring they are comprehensive, current and accurate and comply with Welsh Government and Data Protection regulations
- Assist with the work of re-registering businesses and individuals with Farming Connect
- Dealing with Skills Service requests and completing the necessary checks, in accordance with the Service Centre's guidelines

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- 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 to collate 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 are loaded and recorded correctly and promptly on BAS

Other

- Ensuring 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 enquiries and data processing
- Accept other duties and responsibilities as required
- Represent Mentera as required

Skills and Experience

Essential

- Excellent interpersonal and general administrative skills
- Excellent bilingual oral and written communication skills
- Ability to enter data correctly and retain data to comply with relevant data protection laws
- Good organisational, co-ordination and time management skills
- Excellent customer service skills
- Forward thinking and enthusiastic about the work of the Rural Department
- Able to be proactive and drive things forward effectively
- Ability to work independently as well as within a team
- Excellent IT skills including - Windows; Productivity software (email, word processing, spreadsheets, data filing); Safe use of computers and the internet (searching and browsing the web, using websites and online applications)
- If working from home for any length of time, it will be required that you already have a suitable internet connection

More information

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If you would like an informal discussion about this post, please contact Bethan Arch on [01790 636 298](tel:01790636298) 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, 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.