

## JOB DESCRIPTION

<b>Post Title:</b>	Project Support Officer	<b>Service / Section:</b>	Conwy Employment Service
<b>Location:</b>	Coed Pella	<b>Responsible to:</b>	Alice Kirwan
<b>Grade:</b>	National Living Wage		

### Job Purpose:

This is a great first job for someone who's organised, friendly and ready to learn. You'll help the team with a mix of office tasks and community events like job fairs and training sessions. It's a varied role where no two days are the same and you'll get lots of support as you build your skills and confidence.

### Duties and Responsibilities - Job Specific

1.	Help update and maintain databases with accurate information.
2.	Assist with booking rooms and venues for meetings, training and events.
3.	Support the team in setting up job fairs and community events.
4.	Contact local employers and training providers by phone or email.
5.	Call or message participants to confirm attendance at courses or events.
6.	Print and prepare materials for training sessions and events.
7.	Help design and send email posters and updates about upcoming opportunities.
8.	Distribute physical posters to local venues to promote events.
9.	Keep records and complete simple admin tasks to support the team.
10.	Work with a friendly team who will help you learn on the job.

### Duties and Responsibilities – All Employees

1.	Build good relationships inside and outside the organisation and provide excellent customer service.
2.	Follow the Authority's Policies and Procedures.
3.	Support the Authority's commitment to Diversity, Equity and Inclusion, ensuring a respectful and supportive work environment.

4.	Undertake other reasonable tasks or duties as requested by your Line Manager.
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## PERSON SPECIFICATION

**Please Note:** In order to be shortlisted for this post you **must** demonstrate that you meet **all** the criteria ranked as E - Essential unless it states in the "How Identified" column that it will only be tested at Interview, via a Test or Presentation. Please ensure you tell us in your application how you also meet any Desirable criteria.

Requirements	How Identified	Essential	Desirable
<b>Qualifications and Experience</b>			
Good general standard of literacy and numeracy.	Application Form	E	
No formal qualifications required, however, a keen interest in your placement choice/s is important.	Application Form Interview	E	
<b>Knowledge and Skills</b>			
Able to follow instructions and ask for help when needed.	Application Form Interview	E	
Good communication and listening skills.	Application Form Interview	E	
Understanding of the importance of confidentiality.	Application Form Interview		D
Ability to work with team members and interact with the public in a friendly and courteous manner.	Application Form Interview	E	
Ability to confidently use IT e.g. Outlook, Microsoft Excel, Word.	Application Form Interview	E	
The ability to communicate in English is essential.	Application form Interview	E	
The ability to communicate in Welsh at level 1 for speaking / writing / reading is essential / desirable. <a href="#">Please click here for level guidance.</a>	Application form Interview Test at interview	E	
<b>Personal Qualities</b>			
Positive attitude and open to feedback.	Application Form Interview	E	
Punctual and reliable.	Application Form Interview	E	

Willingness to learn and try new tasks.	Application Form Interview	E	
<b>Other Requirements</b>			
Willing to complete any necessary training.	Application Form Interview	E	
Flexible and able to work in line with the teams work needs.	Application Form Interview	E	
<b>For Trainee Boat Operative position</b> Able to swim unaided and be physically fit enough to pass a ML5 medical and work afloat outdoors. <i>(An ML5 is a domestic medical certificate that seafarers or fishermen need to get to certify they are medically fit to work safely at sea)</i>	Application Form Interview	E	

### **Review Date/Right to Vary**

This Job Description and Person Specification is not intended to be an exhaustive list of duties. The Authority reserves the right, after appropriate consultation with you, to vary your duties and responsibilities within the parameters of your placement.

**Version Control Date:** .....16/7/25.....