JOB DESCRIPTION

JOB DETAILS

Job Title: **Diversity and Welsh Language Team Support Officer**

Grade: **Band 5**

Salary:

Hours of Work: 37

Department/Ward: **People & Organisational Development**

Base: **Capital Quarter**

Duration:

ORGANISATIONAL ARRANGEMENTS

Managerially responsible to: **Diversity and Inclusion Manager**

Accountable to: **Diversity and Inclusion Manager**

JOB PURPOSE

To provide business management, corporate and operational support to the Diversity and Welsh Language Team in Public Health Wales. This is a key role to ensure efficient and effective support to the team which includes preparing monthly/quarterly reports and

contracts, providing high level support to projects and undertaking specific tasks including some translation. The post holder will be expected to adopt a flexible approach according to the requirements of the team.

1.   Communication and relationship skills

- Provide and receive complex, sensitive and contentious information orally, in writing and electronically to inform the public, directorates, divisions and stakeholders such as diversity monitoring information and Welsh Language skills levels

- Liaise directly with finance and corporate governance staff in relation to corporate issues

- Communicate and negotiate with stakeholders over Programme/Service Level Agreements and contracts, including the supplier of goods and services

- Liaise, develop and build relationships and effective lines of communication with key partners.

- Represent Team at internal and external meetings when required.

- To summarise reports and other key documents

- Use systems and social media to regularly inform staff of developments and events and raise awareness of Diversity, Inclusion and Welsh Language issues with direction from the Welsh Language Officer and Diversity and Inclusion Manager

- Challenge discrimination, prejudice and unhelpful attitudes and behaviour where they arise, by probing and challenging comments heard or reported, using tact, diplomacy, and through the use of negotiating, influencing, persuading, motivational and empathic skills to achieve required outcomes whist developing and maintaining constructive relationships.

- Actively promote a culture of inclusion and person focus within the Trust with regard to Diversity and the Welsh language, to achieve fair, inclusive and supportive services by engaging with colleagues through meetings, networks and campaigns and disseminating information.

2.   Knowledge, training and experience

- NVQ Level 4, Degree or equivalent level of experience, together with a high level of numeracy and written and spoken English.

- Ability to read, ==write== and speak Welsh to Level 5

- Detailed knowledge and experience in the management of business, secretarial and office procedures.

- Experience and knowledge in the use of advanced MS Office suite

- Proven experience of working autonomously and without supervision, using own initiative, but with access to advice when necessary.

- Undertaking data collection, collation and inputting into complex spreadsheet and documents

- Experience and understanding of project methodology and monitoring.

- Knowledge and understanding of contract monitoring, negotiation and review.

- Experience of producing reports in line with key performance indicators.

- Presentation skills in both Welsh and English, in order to provide short, internal presentations to colleagues

3. Analytical and judgmental skills

- Analyse information made up of various components, such as financial and staffing information

- Make a comparative assessment against known facts/information in order to highlight issues and produce trend related information, such as diversity monitoring.

- Manage identified issues or problems and take necessary action to resolve.

- Analyse and monitor performance, workload or resource reports and make decisions in line with Programme/Service Level Agreements and business contracts.

- Monitor progress of defined aspects of specific projects and action plans, identifying problems or opportunities, take action as necessary.

4. Planning and organisational skills

- Manage the organisation and planning of complex meetings, such as service review/contract meetings between Public Health Wales and stakeholders.

- Prepare monthly/quarterly monitoring reports in line with agreed timescales for authorisation by managers and disseminate to stakeholders.

- Produce written reports and documents, such as business cases and contracts.

- Plan and manage complex meetings, events and conferences, including delegating duties as necessary, booking venue, arranging equipment and refreshments, preparing packs and registering attendees

- Provide high-level support to projects, which will include undertaking specific pieces of work and managing and monitoring project information.

- Coordinate campaigns and events, such as Diversity week and participation in national campaigns such as Sensory Loss Awareness Month

- Support the team with all aspects of campaigns, briefing and training sessions.

- Coordinate and disseminate resources including leaflets, campaign material and education resources.

- Assist with researching providers of Welsh language training, courses, teaching techniques, course materials, etc.

5.   Physical skills

- Advanced keyboard skills required for completing reports, documents, data entry and manipulation from databases.

6.   Responsibility for Patient/Client care

Provide advice in relation to Welsh Language issues and accessible information, and support to senior managers and other staff across the Trust including, for example, Screening Services, Stop Smoking Wales, and Primary Care Team, to ensure that improving the range, accessibility, quality and safety of Welsh medium services and care is central to policy and service development and delivery.

Patient/Client contact is incidental

7.   Responsibility for Policy/service development implementation

- Ensure team compliance with organisational policies and procedures.

- Develop and implement systems' guidance, sharing of information for best practice, and provide training for team members. Researches other public bodies' approaches to implementation of the Welsh Language Standards and identify opportunities to collaborate and share resources.

- Responsible for corporate and information governance issues.

- Review policies, procedures and strategies to ensure Trust-wide compliance with the Welsh Language Standards Regulations, and to ensure they are inclusive.

- Contribute to local and national policy discussions and development specifically in relation to Diversity and Inclusion and the Welsh language, through the provision of internal consultancy and advice, to ensure that trust wide policies and services are developed in line with statutory requirements, e.g. Recruitment Policy and Procedures, IMTP, etc.

- Challenge others as appropriate to ensure that Diversity, Inclusion and Welsh Language is embedded across the organisation through meetings and face to face discussions regarding organisation and workforce development.

8. Responsibility for Financial and physical resources systems

- Budget management advice and support including monitoring business accounts in line with agreed budget.

- Identify errors or problems and take necessary action to resolve, such as analysing financial queries and budget management

- Record expenditure in accordance with procedures.

- Responsible for the care and safe use of office equipment and security of office premises, reporting faults/failures to responsible person.

9. Responsibility for Human resources

- Play an active role in the induction process

- Participate in self development to continually improve performance and undertake development activities that are identified.

10. Responsibility for Information resources

- Service meetings and events and attend relevant meetings on occasion to take formal and informal minutes.

- Setting up, managing, maintaining information on/in database/filing systems, ensuring that information is appropriately and securely stored, filed and retrievable.

- Collate and collect data/information relating to Programme/Service Level Agreements annual reports etc.

- Ensure security of records in line with the Data Protection Act.

- Ensure compliance with information governance policies and procedures.

11. Responsibility for Research and Development

- Review, renew and audit systems when required.

- Undertake audits or surveys as necessary e.g Welsh Language training

- Arranging and recording of equipment required to be tested

12. Freedom to act

- Prioritise work and planned activity to meet own deadlines / deadlines set by external organisations in a climate where there are many competing priorities and where interruptions are frequent and unpredictable and often require immediate response.

- Manage, facilitate and provide admin support for meetings

- Employ a flexible approach to accommodate urgent or ad hoc requests

13. Physical effort

- There is a frequent requirement for sitting and standing in a restricted position and may be required to exert light physical effort for short periods of time i.e. resource equipment,

- Required to use a computer and office equipment on a daily basis.

14. Mental effort

- The post requires frequent periods of concentration where the work pattern is unpredictable whilst dealing with frequent interruptions

15. Emotional effort

- Exposure to distressing or emotional circumstances is rare

16. Working conditions

- The post holder will work in office conditions.
- The post holder may be required to travel to meetings/events across Wales.
- Required to use a visual display unit most days

COMPETENCE

You are responsible for limiting your actions to those which you feel competent to undertake. If you have any doubts about your competence during the course of your duties you should immediately speak to your line manager.

SUPERVISION

Where the appropriate professional organisation details a requirement in relation to supervision, it is the responsibility of the post holder to ensure compliance with this requirement. If you are in any doubt about the existence of such a requirement speak to your line manager.

RISK MANAGEMENT

It is a standard element of the role and responsibility of all staff of the Trust that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards using the DATIX system.

RECORDS MANAGEMENT

As an employee of Public Health Wales you are legally responsible for all records that you gather, create or use as part of your work within the Trust (including financial, personal and administrative), whether paper based or on computer. All such records are considered public records, and you have a legal duty of confidence to service users (even after an employee has left the Trust). You

should consult your manager if you have any doubt as to the correct management of records with which you work.

HEALTH AND SAFETY REQUIREMENTS

All employees of the Trust have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Trust to meet its own legal duties and to report any hazardous situations or defective equipment.

FLEXIBILITY STATEMENT

The content of this job description represents an outline of the post only and is therefore not a precise catalogue of duties and responsibilities. The job description is therefore intended to be flexible and is subject to review and amendment in the light of changing circumstances, following consultation with the post holder.

CONFIDENTIALITY

All employees of the Trust are required to maintain the confidentiality of members of the public (service users) and members of staff in accordance with Trust policies.

Date Prepared:

Prepared By:

Public Health Wales is a non-smoking environment

Public Health Wales

PERSON SPECIFICATION

Job Title: **Diversity and Welsh Language Team Support Officer**   **Band:** **5**

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	• NVQ Level 4, Degree or equivalent level of experience.	• Advanced ECDL.	**Application Form Certificate / Registration Check**
EXPERIENCE	• Experience of communicating with all levels of professional staff and the public. • Experience of dealing with confidential and sensitive data and appropriate maintenance and storage of records. • Experience of operating Microsoft Office Suite. • Experience of producing management information reports. • Experience of project implementation and monitoring ongoing projects. • Experience of managing finance systems e.g budget monitoring. • Experience of managing, maintaining and developing systems and procedures. • Experience of implementing administrative policies and procedures	• Experience of monitoring performance indicators. • Understanding of project management methodologies • Experience of formal minutes taking	**Application Form Interview References**

SKILLS	• Ability to fluently speak, read and write Welsh. • Ability to work on own initiative and self manage workload. • Able to organise multi-disciplinary meetings and events. • Excellent management and communication skills and knowledge. • Analysing information from numerous sources. • Advanced IT/keyboard Skills		**Application Form** **Interview** **References**
KNOWLEDGE	• Good knowledge of MS Office Suite. • Thorough understanding of administrative procedures. • Knowledge and understanding of contract monitoring, negotiation and review.	• Knowledge and understanding of Public Health Wales.	**Application Form** **Interview** **References**
PERSONAL ATTRIBUTES (*Demonstrable*)	• Work to deadlines and under pressure. • Work on own initiative. • Good time-keeping. • Respect confidentiality.	• Continued Professional Development	**Application Form** **Interview** **References**
OTHER (*Please Specify*)	• Willingness and ability to travel.	• Ability to carry resources.	**Application Form** **Interview** **Document Check**