

Role:	Digital Administration and Communication Team Support
Responsible to:	Down to Zero Project Manager
Tenure:	Fixed-Term until 31 st March 2025 (possible extension funding dependant)
Salary:	£23,852 per annum
Hours:	35 hours per week

Who are Down to Zero and Cynon Taf Community Housing Group

Down to Zero is a community benefit society and a subsidiary of Cynon Taf Community Housing. Down to Zero focuses on working with local communities to mitigate climate impact, offering training, volunteering and activities on land that include food growing, land management and other nature-based activities.

Cynon Taf Community Housing Group is in the heart of Rhondda Cynon Taf in glorious South Wales. We're proud of our communities and our deep-rooted history in providing homes and support to the people who live in them. Our corporate plan sets out more detail about our activities which support the delivery of our vision, values, and key objectives.

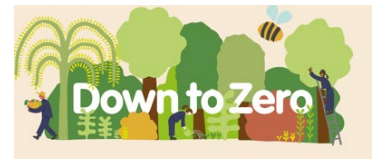
We currently provide 2000 homes for rent, including 4 housing schemes for older people, two women's refuges, and several supported housing projects delivered in partnership with other agencies. Our hugely respected Cwm Taf Care and Repair subsidiary provides services for older or disabled people living in privately-owned homes across Rhondda Cynon Taf and Merthyr Tydfil.

Above all, we are a people-based organisation, passionate about providing great services and support, being a good employer, and a respected partner in our region and across Wales.

Main Purpose of the Role

The Digital Administration and Communications Team Support will work proactively to deliver an excellent customer focused service and high quality comprehensive administrative support to the Down to Zero team to ensure a maximum of efficiency and responsiveness to the needs of the Team.

The duties will involve a wide range of support activities for Down to Zero functions, from coordinating meetings to updating and maintaining monitoring information and databases, creating and posting social media content, overlooking funding applications and funder responses for spelling and grammar as well as taking minutes of meetings. An important part of the role is to liaise with Down to Zero staff ensuring smooth communication and prompt administration and support.



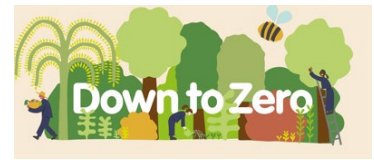
The Digital Team support will assist other staff within the Team, enabling them to fulfil their functions in respect of service delivery.

Key Responsibilities

- Assist with administration, documentation and appropriate filing and e-filing of relevant monitoring and evaluation information passed on by team members and in particular project Manager.
- Prepare and produce monitoring documents and file appropriately linked to internal spreadsheets and systems.
- Create Canva material for the purposes of marketing activities and events.
- Create content on Eventbrite for the purposes of engagement.
- Utilise social media for increasing engagement to support Down to Zero brand.
- Support the Project Manager with administration functions.
- Provide a customer focussed, friendly service to colleagues across the Group, by dealing with different requests related to Down to Zero.
- Co-ordinate projects for Down to Zero, liaising with colleagues across the organisation, co-ordinating meetings, training and surveys.
- Assist in all matters relating to Down to Zero, such as taking minutes at meetings, arranging meetings, monitoring engagement numbers and collating/filing documentation given by the team.
- Provide basic cover for the Communications Officer by updating the website and social media channels.
- Overlooking funding applications and reports for spelling and grammar errors or changes.
- Support the Project Manager with preparing documents for Down to Zero board meetings.

Key Measures of Performance

- Contribute to the colleague experience in a positive way by ensuring that their needs are met in a friendly and helpful manner.
- Increased social media engagement and content.
- Ensure that accurate advice is given to colleagues and applicants and signpost to others where necessary.
- Minutes of meetings are provided promptly.
- Maintaining accurate records including monitoring and evaluation of projects and adhering to professionalism, commercial confidentiality and GDPR.
- Contribute to the development of Down to Zero and our brand in the marketplace by delivering on your responsibilities.



Person Specification – Essential Requirements

Key Capabilities

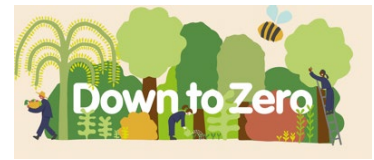
- Excellent administration skills
- Knowledge of equality, diversity, and inclusion strategies
- Relationship building
- Problem solving
- Good collaborator and communicator
- Excellent social media and content creation.
- Time and project management
- Understanding of how the area of work fits to the wider corporate aims of the organisation

Technical Abilities

- Excellent listening skills and the ability to interact with a range of colleagues
- Ability to follow procedures and carry out tasks to a high standard ensuring accuracy
- Able to create effective content using programs such as Canva, eventbrite and social media.
- Knowledge of Data Protection and its impact on activities.
- Good degree of Education (5 GCSEs or equivalent)
- Experience of using Social media such as Facebook, Instagram, etc.
- Able to use all key virtual meeting and messaging platforms independently and effectively e.g., Teams
- Able to use key Microsoft Office packages – Excel, Word, Teams and PowerPoint
- Able to become proficient swiftly and confidently with new platforms / systems as required, for example to support new digital learning products.

Person Specification – Desirable Requirements

- Have an understanding and practical experience of Equality and Diversity
- Ability to read and write Welsh



Annex 1:

OUR VISION

We want to be part of happy, healthy, and prosperous valley communities where everyone has a chance to live well.

OUR PURPOSE

We're here to provide great homes and support for the people who make up our communities.

OUR COMMITMENT TO EQUALITY AND DIVERSITY

Diversity is everybody's responsibility. We value and promote equality and diversity at all levels throughout the organisation.

Our Values;

PASSION – We care passionately about what we do

RESPECT – We treat everyone with respect

RESPONSIBILITY – We take responsibility for our actions

INTEGRITY – We carry out our roles with honesty and sincerity

EXCELLENCE – We always do our very best

Key objectives:

- Supporting resilient communities
- Delivering excellent services
- Growing our supply of homes
- Protecting our financial sustainability
- Investing in our governance, our people, and our systems
- Partnering with others to achieve shared goals

Across all our priorities are:

- Fairness and equality
- Value for money
- Reducing our environmental impact