

The National Lottery Community Fund has flexible roles that enable our people to give their best, broaden their skills and manage their career path. This job profile isn't intended to be an exhaustive list of your duties, rather it gives you an outline of what your role will involve. It will be for you to work with your colleagues to develop and shape your work in line with our strategic objectives and the objectives of your team.

Business Support Assistant

Our assistants

As an assistant, you'll have a critical role in contributing to the delivery of our strategic objectives to time and to budget. Your workload will be largely planned and you will have the opportunity to gain a range of experience in an interesting and challenging environment. You will carry out a variety of duties to support the effective operation of a team/project or area of work.

You'll work collaboratively as part of a team, collecting, analysing and presenting information, and continually reviewing your own work and working style to develop and improve. You will have good accuracy and attention to detail, and be proactive in how you prioritise and manage your workload. You will communicate confidently with our customers and stakeholders both internally and externally, supported through coaching and mentoring as needed. In an assistant role you will take personal leadership of your own work and your own development.

Your role

In this particular role, you'll use your excellent administrative and IT skills to develop and maintain systems and processes to support the work of the Wales Directorate. You'll be the first point of contact for our customers, providing a welcoming and knowledgeable telephone enquiry and reception service. You will liaise with customers on their applications for our funding. You'll be flexible in how you work, providing administrative support to a range of staff, teams and internal customers at all levels across the organisation, as well as our Wales Committee.

You'll be aware of our funding offer and have an opportunity to contribute to local team working arrangements. You'll also have an opportunity to contribute in other areas of work to help us be a great grant maker. Of course, you'll also need to work within the Fund's policies and procedures and the necessary legislation, and in a way that is in line with our vision and principles. If the role is based in Wales, or supports customers or colleagues in Wales, an understanding of Welsh language legislation and the Welsh Language Standards of the Fund is required.

Your experience

You'll need to demonstrate your experience and qualifications in these areas:

- Understanding of and curiosity about our work

- Understanding of great customer service principles combined with good verbal and written communication skills in both Welsh and English
- Ability to use appropriate technologies to deliver effective administrative support
- Ability to plan, organise and work flexibly as part of the team

You will be able to

LEADERSHIP & MANAGEMENT

- Display enthusiasm around shared goals and activities
- Be committed to the Fund's vision and principles, and respond positively when interacting with others
- Identify areas for personal development and proactively address this
- Proactively contribute to the work of the whole team, get to know others and understand the views and preferences of colleagues

BUILDING GREAT RELATIONSHIPS

- Put yourself in the position of customers and colleagues, to provide the support and advice they need
- Confidently handle conversations, adopting a positive approach when dealing with customers and colleagues
- Listen and question in a constructive way to understand the needs of others

PERSONAL RESPONSIBILITY

- Encourage and be open to feedback from others to improve your own performance
- Remain calm under pressure and handle multiple and competing priorities seeking help from others when needed
- Be proactive and take responsibility for your own work

DELIVERY

- Proactively gather information, make connections and share this with colleagues when relevant
- Actively use the systems and data at your disposal to complete your own work effectively
- Actively seek out available information, and use it to complete your own work effectively
- Keep up to date with a range of issues relating to your work, your team and the Fund
- Check your own work to ensure that it is correct, following internal processes and flagging any issues

Our mindset

- I am passionate about the potential of making excellent grants
- I am committed to effective networking across and beyond the Fund
- I value the diversity and aspirations of communities and colleagues recognising the need to provide equality of opportunity
- I am curious and actively seek new ways of doing things
- I will listen, learn, provide and encourage feedback and challenge
- I am responsible and accountable for the work that I do
- I work flexibly and collaboratively to meet the needs of others
- I apply knowledge and experience to share my learning

Business Support Assistant



• I want to make the Fund a great place to work			
Your job family is	Operational Delivery	Your directorate is	Wales
Your mode of working is	Office based	Your role template is	Assistant