

Reference: IR776

Date issued: 29 April 2021

Job descriptions and organisational structure

I am writing in response to your request for information dated 3 April 2021 in which you requested information regarding job descriptions for some roles in HR, and the HR organisational structure.

For ease of reference, I have reproduced your questions below and set out our corresponding responses:

1. Job descriptions for the following roles please:

a. Head of Human Resources (*Appendix 1*)

b. HR Partner (*Appendix 2*)

c. HR Systems and Payroll Specialist
(*Appendix 3*)

2. Lines of reporting responsibility for roles in the Human Resources Team. I've checked the organisational chart on the 'Publication Scheme' page of the audit.wales website (section 1.2) and it doesn't show this information.

Please see attached the current HR organisational structure chart (Appendix 4). Please note that this chart may require a slight change in the near future as a temporary HR Officer role has been advertised.

If you have any queries, or questions about my handling of your request, please do not hesitate to contact me.

Yours sincerely,

Information Officer

Job Description

Job title	Head of HR
Reports to	Executive Director Corporate Services
Location	Cardiff
Direct reports	Apprentice, HR Officer, Business Partners, HR Specialist
Payband	7

Job description
Job Purpose
<p>You are our senior HR professional, developing and coaching a small team, with your focus on strategic HR, senior level and union relationships and securing our workforce needs.</p> <p>You'll use your HR expertise to promote and implement HR strategies to secure the diverse workforce we need and provide excellent HR-based foundations in being a GREAT place to work.</p>
Main Duties
<p>Strategic HR and Senior HR professional</p> <ul style="list-style-type: none"> • Influence and engage senior leadership and the unions in terms of the people agenda, playing a vital role in shaping and delivering the people strategy and securing ongoing business delivery improvement. • Support senior leadership in developing cultural and performance improvement to ensure a fully engaged and motivated workforce and a GREAT place to work. • Shape and deliver strategic workforce planning and leadership development, further developing high performance and promoting the environment to attract and retain talent. • Lead the formulation of HR policy and support the Executive Director Corporate Services in providing a strategic HR service.
<p>Organisational development</p> <ul style="list-style-type: none"> • Lead OD and L&D strategies and implementation, to secure the skills and behaviours needed to achieve Audit Wales vision and objectives. • Promote a culture of learning, self-development, self-awareness and well-being, including sourcing learning and development solutions that meet business needs and co-ordinating leadership & management development programmes. • Support the business to ensure we have the right number and a diverse mix of people, with the right skills, knowledge and experience, in the right place, at the right time and at the right cost. • Support the business to achieve the L&D corporate performance measure by ensuring staff can access appropriate learning and development solutions.
<p>Leading the HR Team</p> <ul style="list-style-type: none"> • Coach and develop the HR team to ensure an HR service that supports diverse business needs through efficient and effective processes, providing value for money. • Ensure legally compliant terms and conditions and HR policies for the business, supporting the Audit Wales strategy. • Budget holder for HR and training budgets.

Job description

Key Results Areas

- Effective relationships with executive leadership, Board colleagues and the trades' unions.
- Strategic workforce planning, securing a fit-for-the-future workforce.
- L&D corporate performance measure.
- Legally compliant terms and conditions and HR policies fit for the business.
- A high-performing and happy HR team.
- To act as a role model for the values and behaviours of the Audit Wales.

General

Our Values and behaviours

Our values and behaviours define the way we work and how we work together to achieve our goals. All our people are fully committed to demonstrating our values and behaviours, so we can work effectively with each other and make good decisions. They help us be the best we can be and ensures that we've got the right skills and experiences in the right place. Our values and behaviours are designed by staff to help increase the diversity of our workforce and developing a coaching culture to ensure thriving conditions for organisational success. We ask that the successful applicant contributes fully to nurture a positive culture and to help us grow by living our values and behaviours.

Confidentiality and Information Security

The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users. The post holder must treat all information, whether corporate or client in a discreet and confidential manner in accordance with the provisions of the Data Protection Act 1998 and organisational policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and/or prosecution under current statutory legislation (Data Protection Act) and Audit Wales Disciplinary Policy.

Equality

The Public Sector Equality Duty in Wales places a positive duty on public bodies to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. Audit Wales is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.

Health and Safety

All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.

Security Checks

All employees are subject to baseline security checks as part of their pre-employment check. These checks include proof of identity and qualifications.

General
The post-holder will be the security and vetting information officer, so will require SC level clearance.
Dignity at Work
The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect without bias. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the Audit Wales Dignity at work policy.
Welsh Language
We value the importance of the Welsh language in our work and aim to provide a bilingual service to everyone who wants to use it. We would therefore like to especially encourage applications from individuals that have Welsh language skills to help us meet this aim. All job descriptions will detail whether the ability to speak Welsh is an essential or desirable requirement. If successful and you do not currently have Welsh language skills, we can support you in learning Welsh if you wish.

Person Specification	
Requirement	Essential or Desirable
1. Qualifications	
1.1 Degree level or equivalent experience	Essential
1.2 Experienced MCIPD professional and committed to a FCIPD within 12 months of appointment.	Essential
2. Skills and abilities	
2.1 Ability to think strategically – to see the bigger picture and be aware of political and personal considerations.	Essential
2.2 Excellent organisational skills, and ability to prioritise workload, work flexibly and manage own time and time of others effectively to meet agreed deadlines.	Essential
2.3 Excellent verbal and written communication skills.	Essential
2.4 Tactful yet firm persuasive/negotiating and influencing skills.	Essential
2.5 Monitor, plan and control the use of HR budget to ensure that resources are used in an economic, efficient and effective way.	Essential
2.6 Capable of developing and coaching an HR team, with a high degree of autonomy and minimal supervision.	Essential
2.7 Able to resolve problems that have little or no precedent.	Essential
3. Experience	
3.1 Experience of managing an HR function.	Essential
3.2 Experience of delivering strategic HR change initiatives.	Essential
3.3 Experience of working effectively with trade unions at a strategic level.	Essential
3.4 Experience of strategic workforce planning.	Essential
3.5 Experience of increasing diversity and inclusion in the workplace.	Essential
4. Personal attributes	

4.1 Committed to self-development and learning	Essential
4.2 Creative and delivery orientated, with strong interpersonal skills coupled with the ability to engage effectively with a range of stakeholders	Essential
4.3 Tactful, engaging and persuasive influencing skills	Essential
4.4 Able to recognise pressure signs and effectively juggle competing demands on one's time.	Essential
4.5 Good levels of self-awareness	Essential
5. General	
5.1 Self-aware and a role model for Audit Wales values and behaviours	Essential
5.2 Ability to work flexibly and if necessary outside of normal office hours.	Desirable
5.3 An awareness and a commitment to equality and diversity.	Essential
5.4 An awareness and commitment to the arrangements for health and safety	Essential

Welsh Language Skills		
Skill area	Essential	Desirable
Speaking & Listening	Greet others over the phone or in person with a simple Welsh greeting and sensitively forward a call to a Welsh speaker when appropriate	Listen to Welsh medium meetings, discussions and phone calls on simple matters, but contribute in English for more technical and complex matters.
Reading	Use translation software to get the grasp of simple correspondence with understanding of its limited capability	Read Welsh medium news articles, short reports and social media to develop knowledge in a field
Writing	Update documents and correspondence with Welsh dates and other generic terms	Write simple correspondence and social media content in Welsh with the assistance of Welsh spelling and grammar check.

Job Description

Job title	HR Partner
Reports to	Head of HR
Location	Cardiff (covers all Wales)
Payband	3

Job description
Job Purpose
<ul style="list-style-type: none"> • Through HR advice, reports and operational activity, support the Audit Director Committee in securing the workforce needed to keep the workforce engaged and motivated. • Understand all HR Policies so that advice given is policy-based and robust. Be visible to the business operations across Wales, be available and seek opportunities to enhance awareness of best practice in people management.
Main Duties
HR support to the Practice Directors
<ul style="list-style-type: none"> • Provide timely, accurate, consistent and sound HR advice, guidance and constructive challenge, with due consideration to HR policy, statutory obligations and wider good practice
HR support to managers and staff)
<ul style="list-style-type: none"> • Support develop and coach managers to manage HR issues within Audit Wales policies and procedures and good practice. Act as a facilitator to support line managers and staff to find joint solutions to issues. Support managers in handling complex and sensitive cases concerning conduct, wellbeing, attendance and performance. • Brief business area meetings as required in relation to HR updates and dashboards
Recruitment and on-boarding
<ul style="list-style-type: none"> • For the business areas, facilitate the recruitment of the right people, right place, right time, from the development of job descriptions to on-boarding. Work with colleagues to publicise an attractive brand of the Audit Wales to attract the best. • Liaise with colleagues to ensure that the induction process for new starters is engaging, motivating and comprehensive to as to establish employees for success
HR good practice and team work
<ul style="list-style-type: none"> • Assist in periodic reviews and development of the Employee Handbook and other HR policies, procedures and guidance to reflect legislative changes, lessons learned and good practice, both as an author, reviewer and contributor • Production of monthly/quarterly HR management information and HR updates for the relevant business area • Draft papers and reports, as needed, and undertake HR corporate projects on an ad hoc basis • Any other tasks required from time to time, commensurate with the grade of the role.
Key Results Areas
<ul style="list-style-type: none"> • Act as the first line of contact in HR for any employee relations' advice for the business areas, ensuring that managers (and Directors) are engaged on sensitive issues that arise.

Job description

- Work closely with HR and other colleagues to ensure consistency and excellence in HR service delivery.
- Liaise with trade unions on special cases, policy development and any proposed changes to terms and conditions.
- Fully utilise the HR system to manage transactional and administrative processes ensuring accuracy in data input.
- To act as a role model for the values and behaviours of the Audit Wales.

General

Our Values and behaviours

Our values and behaviours define the way we work and how we work together to achieve our goals. All our people are fully committed to demonstrating our values and behaviours, so we can work effectively with each other and make good decisions. They help us be the best we can be and ensures that we've got the right skills and experiences in the right place. Our values and behaviours are designed by staff to help increase the diversity of our workforce and developing a coaching culture to ensure thriving conditions for organisational success. We ask that the successful applicant contributes fully to nurture a positive culture and to help us grow by living our values and behaviours.

Confidentiality and Information Security

The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users. The post holder must treat all information, whether corporate or client in a discreet and confidential manner in accordance with the provisions of the Data Protection Act 1998 and organisational policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and/or prosecution under current statutory legislation (Data Protection Act) and Audit Wales Disciplinary Policy.

Equality

The Public Sector Equality Duty in Wales places a positive duty on public bodies to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. Audit Wales is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.

Health and Safety

All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.

Security Checks

All employees are subject to baseline security checks as part of their pre-employment check. These checks include proof of identity and qualifications. In addition all mobile staff are subject to security vetting arrangements to CTC (counter terrorist check) security level.

General

Dignity at Work

The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect without bias. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under Audit Wales Dignity at work policy.

Welsh Language

We value the importance of the Welsh language in our work and aim to provide a bilingual service to everyone who wants to use it. We would therefore like to especially encourage applications from individuals that have Welsh language skills to help us meet this aim.

All job descriptions will detail whether the ability to speak Welsh is an essential or desirable requirement. If successful and you do not currently have Welsh language skills, we can support you in learning Welsh if you wish.

Person Specification

Requirement	Essential or Desirable
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1. Qualifications

1.1 Educated to degree level or equivalent relevant experience	Essential
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1.2 CIPD qualified (Chartered Member MCIPD) and active CPD	Essential
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2. Skills and abilities

2.1 Good research, analytical and problem solving skills	Essential
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2.2 IT skills using e-packages, Word, Excel and PowerPoint	Essential
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2.3 Good persuasion and influencing skills	Essential
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2.4 Committed to self-development and learning	Essential
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3. Experience

3.1 Ability to produce analytical information to inform decision making. Ability to suggest the best way to present data and challenge whether the data requested will provide the right insight.	Desirable
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3.2 Able to demonstrate the personal confidence and professional expertise to rapidly understand the HR requirements and develop/implement innovative and practical solutions in accordance with business needs.	Essential
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3.3 Analyses information flows across business processes, identifying changes/improvements required.	Essential
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3.4 Required to analyse evidence, define issues, identify problems and propose and agree solutions with individuals.	Essential
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4. Personal attributes

4.1 Excellent organisational skills, and ability to prioritise workload, work flexibly and manage own time effectively to meet agreed deadlines.	Desirable
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Sufficient pace of work to ensure tasks are completed to agreed budget, timetable and quality standards	
4.2 Works with a degree of autonomy and minimal supervision	Essential
4.3 Able to deal sensitively and discreetly with confidential information	Essential
4.4 Able to develop and maintain positive and professional working relationships with both Audit Wales staff and external contacts	Essential
4.5 Excellent verbal communication skills for use in meetings, presentations and focus groups	Essential
4.6 Excellent written skills, including attention to detail and accuracy for proof reading correspondence and formatting reports containing complex or confidential information	Essential
4.7 Thinks creatively to overcome and resolve problems with service delivery	Essential
4.8 Work productively with colleagues across the Audit Wales to ensure a coordinated and efficient and effective service delivery	Essential
4.9 Flexible and adaptable in changing environments with a commitment to teamwork and cooperation.	Essential
5. General	
5.1 Self-aware and a role model for the Audit Wales values and behaviours	Essential
5.2 Ability to work flexibly and if necessary outside of normal office hours.	Desirable
5.3 An awareness and a commitment to equality and diversity.	Essential
5.4 An awareness and commitment to the arrangements for health and safety	Essential

Welsh Language Skills		
Skill area	Essential	Desirable
Speaking & Listening	Greet others over the phone or in person with a simple Welsh greeting and sensitively forward a call to a Welsh speaker when appropriate	Attend Welsh medium meetings and discussions and confidently contribute in Welsh
Reading	Use translation software to get the grasp of simple correspondence with understanding of its limited capability	Read Welsh medium news articles, short reports and social media to develop knowledge in a field
Writing	Update documents and correspondence with Welsh dates and other generic terms	Write simple correspondence and social media content in Welsh with the assistance of Welsh spelling and grammar check.

Job Description

Job title	HR Systems and Payroll Specialist
Reports to	Head of HR
Location	Cardiff
Direct reports	HR Administrator
Payband	3

Job description
Job Purpose
<p>The postholder will play a key role in supporting the Head of HR in delivering an efficient and effective HR service to Audit Wales and support the delivery of the Corporate Strategy.</p> <ul style="list-style-type: none"> • Systems Administrator, contract administrator and key contact for the system, resolving technical and process queries as needed • Ensure the system on-line training materials are up to date and be innovative in engaging staff in how best to use the system. Provide training support and guidance to ensure optimum utilisation of the iTrent system. Be visible to the operations across Wales, be available and seek opportunities to enhance awareness of best practice in people management. • Ensure the system is maintained in all aspects including: developing functionality, updates and testing, maintaining establishments, data integrity and system generated reports • Lead and co-ordinate the metrics for the annual HR benchmarking exercise for Audit Scotland, National Audit Office, Northern Ireland Audit Office etc.
Main Duties
<ul style="list-style-type: none"> • Liaison / main contact with MHR and maintain supplier relationships • Cross team working with others in Audit Wales to improve process and implement additional functionality • Contract administrator and key contact for payroll queries from Finance and payroll provider. • Ensure all staff get paid accurately by overseeing HR payroll administration and undertaking monthly quality assurance/accuracy checks of information/data to be submitted to the outsourced payroll provider • Attend quarterly Payroll Consortium meetings • Oversee the Civil Service Pension Scheme pension administration and quality assure information/data submitted to MyCSP and the payroll provider • Main point of contact within the Wales Audit Office for MyCSP queries • Main contact for voluntary exit schemes • Undertake the relevant data cleansing exercises. • Responsibility for the management and development of the HR Administrator

Job description

- Work closely with HR and other colleagues to ensure consistency and excellence in HR service delivery
- Assist in periodic reviews and development of the Employee Handbook and other HR policies, procedures and guidance to reflect legislative changes, lessons learned and good practice, both as an author, reviewer and contributor
- Liaise with trade unions on special cases, policy development and any proposed changes to terms and conditions, as needed.
- Fully utilise the HR system to manage transactional and administrative processes ensuring accuracy in data input
- Production of monthly/quarterly HR management information and HR updates for the relevant business area
- Draft papers and reports, as needed, and undertake HR corporate projects on an ad hoc basis
- Any other tasks required from time to time, commensurate with the grade of the role.

Key Results Areas

- Key person for creating, establishing and developing a range of functionality and reporting from the system, ensuring data integrity and accuracy using business objects reporting.
- Provide meaningful analytics and management information to improve business decision making
- Constantly look for ways to improve working practices that result in reduction in time and improvement in accuracy or provision of information to support the business
- Liaison / main contact with MHR and maintain supplier relationships
- Cross team working with others in Audit Wales to improve process and implement additional functionality
- Contract administrator and key contact for payroll queries from Finance and payroll provider.

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The values are:

- Collaboration
- Fairness
- Future-focus
- Independence
- Innovation
- Integrity

The behaviours are:

- Genuine

General

- Respectful
- Energetic
- Adaptable
- Trustworthy

Confidentiality and Information Security

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All job descriptions will detail whether the ability to speak welsh is an essential or desirable requirement. If successful and you do not currently have Welsh language skills, we can support you in learning Welsh if you wish.

Person Specification	
Requirement	Essential or Desirable
1. Qualifications	
CIPD qualified (Associate Member - Assoc CIPD) and active CPD	Desirable
Educated to degree level or equivalent relevant experience	Desirable
2. Skills and abilities	
Highly competent IT user across a variety of IT packages	Essential
Good research, analytical and problem solving skills and ability to inspire confidence and credibility in Management Information. Highly numerate and comfortable interpreting, managing and analysing data.	Essential
Excellent organisational skills, and ability to prioritise workload, work flexibly and manage own time effectively to meet agreed deadlines. Sufficient drive and pace of work to ensure tasks are completed to agreed budget, timetable and quality standards	Essential
Excellent verbal communication skills for use in meetings, presentations and focus groups	Essential
Good persuasion and influencing skills.	Essential
Committed to self-development and learning.	Essential
Excellent attention to detail and accuracy for proof reading correspondence and formatting reports containing complex or confidential information. Able to produce impactful management information to inform decision making.	Essential
Understands good practice in testing process for system upgrades and associated systems/interfaces.	Desirable
Required to analyse evidence, define issues, identify problems and propose and agree solutions with individuals	Desirable
Able to suggest the best way to present data and challenge whether the data requested will provide the right insight	Essential
3 Experience	
Experience of HR systems, iTrent experience	Desirable
Familiar with management information tools such as Business Objects and reporting techniques to deliver data extracts, manipulation and reports as needed	Essential
Familiar with management information tools such as Business Objects and reporting techniques to deliver data extracts, manipulation and reports as needed	Desirable
Able to demonstrate the personal confidence and professional expertise to rapidly understand the HR requirements and develop/implement innovative and practical solutions in accordance with business needs.	Desirable

Analyses information flows across business processes, identifying changes/improvements required	Essential
4 Personal attributes	
Able to deal sensitively and discreetly with confidential information	Essential
Able to develop and maintain positive and professional working relationships with both Audit Wales and external contacts	Essential
Thinks creatively to overcome and resolve problems with service delivery	Essential
Work productively with colleagues across the Audit Wales to ensure a coordinated and efficient and effective service delivery of the HR system to staff	Essential
Works with a degree of autonomy and minimal supervision	Essential
Able to communicate technical information and advice clearly and simply when advising staff, such as on payroll policies and procedures	Essential
5 General	
Self-aware and a role model for the Audit Wales values and behaviours	Essential
Ability to work flexibly and if necessary, outside of normal office hours.	Desirable
An awareness and a commitment to equality and diversity.	Essential
An awareness and commitment to the arrangements for health and safety	Essential

Welsh Language Skills		
Skill area	Essential	Desirable
Speaking & Listening	Greet others over the phone or in person with a simple Welsh greeting and sensitively forward a call to a Welsh speaker when appropriate	Listen to Welsh medium meetings, discussions and phone calls on simple matters, but contribute in English for more technical and complex matters.
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Appendix 4

Organisational chart

