

Job Pack: Regional Support Officer x 4

About DTA Wales

The Development Trusts Association Wales ([DTA Wales](#)) is an independent and not-for-profit membership organisation promoting the work of, and supporting the growing network of, community enterprises in Wales. Our members are all independent not-for profit organisations who are serving their communities through a wide variety of services and initiatives.

First established in 2003, we are a small core team with increasing reach and impact as we work alongside and through our members, a large and growing pool of peer mentors, and a range of experienced partners across Wales.

Membership of DTA Wales falls into three tiers and members can access a range of services depending on their membership level. You can read all about this, and who is eligible to be a member, on our website.

Why work for us?

By joining DTA Wales you will have the chance to affect big change. People work for us if they believe in the power of community, social enterprise and local action. An interest in policy is welcome, but a passion for practical action is paramount.

About this position

We are recruiting four part-time Regional Support Officers to work across Wales, providing direct support to eligible community groups and social enterprises through our membership services and programmes, and helping to nurture and connect the network of groups in each area.

We're looking for enthusiastic and well-connected people who have direct experience of, and a passion for, the social and community business sector in Wales, and who have experience of running, developing and/or supporting community groups and enterprises. We need dynamic communicators, and people who can build relationships between groups and with key partners.

Development Trusts Association Wales

17 West Bute Street, Cardiff CF10 5EP
Tel/Ffôn 029 2019 0260 Email/E-bost info@dtawales.org.uk
Website/Gwefan www.dtawales.org.uk
Company registration no./Rhif cofrestru'r cwmni 04966246

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We want people with a variety of backgrounds and experiences who can contribute to a pan-Wales team of Support Officers, supporting community groups, social enterprises and development trusts who are driving the change their communities need for a brighter future.

About Our Programmes

DTA Wales runs a range of projects and programmes that support community groups and social enterprises in Wales.

Egin is a programme that aims to unlock the collective power of communities in Wales to take their first steps towards tackling climate change and living more sustainably – especially those who are the most likely to be affected by climate change. Groups can access advice, mentoring and grant support. Egin is funded by the Dormant Assets Scheme administered by the National Lottery Community Fund. At the time of advertising, delivery of this programme will make up a significant portion of the Regional Support Officer workload.

Social Business Wales is a programme delivered by a consortium of organisations in Wales. Social businesses are an important and dynamic component of the Welsh economy. They deliver good jobs, closer to home, where communities need them. Social businesses work actively to address local issues through trading and then reinvesting the income they earn into the things that matter to them. DTA Wales supports start-ups and social businesses by connecting social enterprises in Wales with our extensive peer mentoring service.

Job Description

Job title Regional Support Officer (x4)

- North Wales
- Mid Wales
- South-West Wales
- South-East Wales

Managed by: Head of Membership & Outreach

Pay rate £29,680 - £33,920 pa (FTE)

Our expectation is that new entrants will start at the bottom of the stated pay band unless there are exceptional circumstances.

Days per week 3 - 4 days per week (0.6 - 0.8 FTE), please state your preference in your application.

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Term of employment	Permanent subject to funding.
Hours of work	21 - 28 hours per week, ideally including Thursday which is a core workday for DTA Wales. Occasional working at evenings and over weekends may be required to meet the needs of the role.
Job location	This is a remote and home-based role, although we will also support staff to work from a local-to-you office location if requested.
Travel expectations (work base)	DTA Wales retains a Cardiff office. This role will involve travel to visit groups, attend events, and take part in in-person staff meetings. Travel costs will be reimbursed.
Travel expectations (role delivery)	Travel around Wales (and occasionally elsewhere in the UK) is expected as part of this role. Travel costs will be reimbursed.
Summary of role	To support social enterprises and community groups through a range of direct interactions, resources, networking, and signposting, ensuring excellent member experience, retention and growth.

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Roles / responsibilities

- Provide direct support, information and signposting to eligible community groups and social enterprises.
- Deliver programme-specific support to help groups be more confident and connected, such as creation of action plans or assignment of mentors and completing any required monitoring and evaluation of this support.
- Identify and approach potential members and eligible groups within your region, proactively promoting membership, programme participation, and uptake of member benefits.
- Actively engage in local and regional networks, and horizon scan for new opportunities and partnerships.
- Run and contribute to DTA Wales meetings, events and conferences.
- Contribute to the production of resources, toolkits and guides on a range of subjects to support our member's needs.
- Maintain member records in line with DTA Wales policy and GDPR guidelines, collating data and analysing trends as required.
- Encourage and facilitate networking, peer-support and learning opportunities within your region and working with colleagues across the whole of Wales.
- Report on member activity and patterns as required for board, funder and other reports.
- Represent DTA Wales and our members with stakeholders and at events.

Person specification

Essential

- Committed to community development and the values of localism.
- Excellent communication skills; approachable and confident in working with diverse groups and leading meetings.
- Proficient in Welsh or willing to learn to a high standard.
- Direct experience with social enterprises, community organisations and grassroots networks in Wales, ideally including in areas such as strategic planning, governance, volunteer management, finance, community engagement or facilities management.
- Knowledge of community asset transfer, ownership and management.
- Well connected with local and regional community networks, and a good understanding of the support organisations operating in Wales.
- Strong writing skills with the ability to produce clear, engaging materials.
- Organised and self-motivated, with strong problem-solving and time management skills.
- Proficient in Microsoft 365, Zoom, and CRM systems.
- UK driving licence and access to a vehicle.

Desirable

- Experience in developing training, materials and resources for community organisations.

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- Experience of operational procedures within small organisations, such as bookkeeping, accounting, HR and volunteer management.
- Experience developing digital and online resources, such as interactive tool kits or videos.

KEY DATES

Closing date for applications The closing date for this round of recruitment is **5pm Tuesday 2nd September**, but we may proactively contact and interview suitable candidates in advance of this date.

Interview date: We will interview candidates as soon as possible, and no later than w/c 8th September 2025.

Anticipated start date: ASAP

NOTE: If are not immediately able to fill all four roles described here, we will run a further round of recruitment in the autumn.

How to apply.

Please complete the application form and return it to info@dtawales.org.uk, with the job title in the subject line.

Please also complete an Equal Opportunities Monitoring Form:

<https://forms.gle/E1WUWEsjNNSaYDQV9>

The Equal Opportunities Monitoring form is anonymous and will not be included as part of the shortlisting process. All provided information will be used for recruitment monitoring and provision of statistical data purposes only.

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