

Office Administrator

An exciting job opportunity at Cardiff Women's Aid (CWA) for someone who is dynamic, inquisitive, has a passion for rights, diversity and inclusion and wants to fight alongside those who may not have a voice. We are a women's equality organisation which exists to eradicate violence against women and girls and to support survivors. We recognise that ending violence and abuse takes a whole society approach to social change, and it needs you to help us achieve this.

We have a generous benefit package:

- Generous Annual Leave Package Totalling 26 Days (Plus Bank Holidays)
- Pension
- Life Assurance
- Employee Assistance Program - That Supports Your Health and Wellbeing at Home and at Work
- Flexi Working
- Paid Company Sick Pay & Emergency Dependent Leave
- Living Wage Employer
- Bike to work scheme, among other benefits.

Job Title:	Office Administrator
Salary:	£23, 900 (pro rota)
Hours:	Part time - 7 hours per week
Working pattern:	Monday to Friday - working hours & days to be discussed with successful candidate (flexibility will be required at times to suit business needs)
Contract Type:	Permanent
Location:	Cardiff Women's Aid Offices
Responsible to:	Adult Services Team Manager
Context of Job:	Cardiff Women's Aid delivers a trauma-informed, specialist

	and independent domestic and sexual violence/abuse and wider VAWDASV service to women and children through a range of delivery mechanisms including: specialist risk and needs assessments, individually tailored support packages and group work.
Purpose of Job:	Acting as the first point of contact into the service - managing the reception desk, answering telephone and email queries, maintaining the client management database and relevant spreadsheets.

Post open to women only under the Equality Act 2010 pursuant to Schedule 9, Part 1.

This role is subject to an enhanced DBS check. We are committed to supporting and promoting equality and diversity and to creating an inclusive working environment.

Main Duties:

- Act as the first point of contact into the service by managing the reception desk, answering phone calls and emails from internal and external agencies.
- Managing internal and external referrals into the service
- Liaising with internal departments and external agencies to arrange appointments/support sessions for the clients
- Help maintain accurate and confidential records and databases and contribute to monitoring information for the service.
- Comply with data protection legislation, confidentiality and information sharing policy and procedures and all legislation connected to your work.
- Remain up-to-date and compliant with all organisational procedures, policies and professional codes of conduct and uphold standards of best practice.
- Provide weekly reports to the management team on service user involvement and departmental progress
- Ensure the information recorded in the VAWDASV database is accurate and reflects service delivery.
- Completing target hardening referrals and ensuring these are followed up and completed.
- Maintaining the client management database and relevant spreadsheets.
- Process the PPN in partnership with the police.

General Responsibilities:

All Workers have a responsibility to work with colleagues in maintaining service delivery.

- Attend meetings as necessary
- Participate in the supervision system
- To represent Cardiff Women’s Aid and to promote its ethos; to work in a positive way and to feedback fully to the organisation
- Contribute to monitoring and reports
- Undertake training to update skills in line with the Cardiff Women’s Aid Training and Development Policy
- To maintain anti-oppressive and anti-discriminatory work practices
- Abide by the organisations confidentiality policy
- To ensure that personal behaviour and that of staff in area of responsibility demonstrates integrity, openness, honesty, is anti-oppressive, non-judgemental, and supports diversity

It is the nature of the work that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are therefore expected to work in a flexible way and tasks which are not specifically covered in their job description may have to be undertaken.

Person specification

<u>Criteria</u>	<u>Essential</u>	<u>Desirable</u>
<u>Knowledge and experience</u>		
Have a good understanding of domestic violence/ abuse including the impact of domestic violence/ abuse on victims and their children.		✓
Understand child protection issues, how to respond to effectively safeguard and the legal responsibilities surrounding these issues.		✓

Understand the principles of risk assessment, safety planning and risk management for victims of domestic violence/ abuse and their children.		✓
Understand the remits and resources of relevant statutory bodies and voluntary agencies.	✓	
Understand and be committed to equal opportunities and diversity issues in policy and practice.	✓	
*Working with databases and spreadsheets	✓	
*Experience of working to deadlines.	✓	
*Working within a multi-agency and legislative framework.	✓	

Skills/ Qualifications/ Professional Membership

*Have computer literacy skills and have experience of working with databases.	✓	
*Have excellent communication, negotiation and advisory skills, both written and verbal when interacting with a range of agencies and individuals.	✓	

*Have strong crisis management skills and the ability to deal with stressful and difficult situations.	✓	
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<i><u>Personal Qualities</u></i>		
*Be compassionate and empathetic to the client's situation when dealing with support-related issues.	✓	
*Act with integrity and respect when working with all clients, agencies and individuals.	✓	
*Work flexibly as part of a team.	✓	

*You are required to demonstrate these on your application form. Please provide an example of work you have undertaken where you have demonstrated this skill.

