edinburgh rape crisis centre
supporting survivors of sexual violence

Administration Worker
Job Description

Title:	**Administration Worker**
Salary:	£22,051 pro-rata
Hours:	21 hours per week
Location:	Edinburgh
Length of post:	This post is funded by the National Lottery Community Fund until 31 August 2020
Holiday entitlement:	25 days annual leave; 10 days public holiday (pro-rata)
Pension Entitlement:	Employer contribution at 8% to Pensions Trust Flexible Retirement Scheme
Responsible to:	Assistant Centre Director
Supervision:	Internal supervision provided every 4- 6 weeks.
Training:	Standard training budget (£600 pro- rata) applies to this post.

Job Summary

The post-holder will support the smooth running of Edinburgh Rape Crisis Centre's (ERCC's) operations and core administrative, office and business systems.

SUMMARY OF MAIN RESPONSIBILITIES AND ACTIVITIES

1. General office administration

- Handle and respond to incoming and outgoing email and telephone calls and enquiries, including agency referrals and self-referrals from survivors of sexual violence.
- Provide reception cover as required and provide appropriate welcome to service users and visitors.
- Handle and process ERCC incoming and outgoing mail.
- Maintain appropriate office systems.
- Carry out word processing of correspondence, minutes and reports.
- Collate relevant statistical information from ERCC monitoring and evaluation systems.
- Maintain and update relevant ERCC databases.
- Undertake electronic and hard copy filing and photocopying duties.
- Carry out replenishing of all office supplies (eg stationery, cleaning materials, refreshments).
- Take minutes at ERCC's team meetings and other meetings as required.
- Organise meetings and support the organising of events.

2. Support service administration

- Record referrals, emails and answerphone messages in accordance with ERCC policy and procedures.
- Contact ERCC's service users to arrange appointments and update ERCC's booking system accordingly.
- Replenish supplies of ERCC information leaflets and resources, and compile introductory appointment packs.
- Monitor and replenish copies of support service forms and documents.
- Record service monitoring and evaluation data, including use of the OASIS data management system.

3. Financial administration

- Carry out general financial administration duties for ERCC, including generation and processing of invoices.
- Administer the petty cash system.
- Liaise with ERCC's donors as required, including the acknowledgement of donations.
- Submit Gift Aid claims to HM Revenue and Customs.
- Monitor and liaise with ERCC's digital fundraising platforms as required.

4. Information and training service administration

- Contribute to the monitoring and moderation of ERCC's social media, in accordance with ERCC policy and procedures.
- Contribute to ERCC's communications with a broad range of stakeholders, including service users, funders, community fundraisers, donors, agencies, and members of the community, via social media.
- Maintain and update ERCC's website as required.
- Print and send out leaflets as part of ERCC mailings and in response to agency and service user requests.
- Provide administrative support for volunteer training and other training events delivered by ERCC.

5. Working with others

- Work effectively with the ERCC paid and volunteer worker team
- Attend internal and external meetings as required

6. Managing yourself

- Model a resilient approach to working in the service
- Use appropriate workload management techniques

7. Working effectively and safely

- Attend individual supervision and team meetings.
- Attend ongoing training as required.
- Adhere to all relevant legislation and organisational policies including child and adult protection procedures, health and safety, lone working
- Work in accordance with ERCC's policy on Equality and Diversity
- To contribute positively to the overall work and aims of ERCC

This job description is not exhaustive and, following consultation, the post holder may be required to fulfil other responsibilities and tasks or cease any of the tasks given above.

Person Specification: Administration Worker

Criteria	Essential	Desirable
Administration skills and experience	Experience of general administration work and maintaining office systems.	Familiarity with using online case management/outcomes recording systems (e.g. OASIS, I-ROC, Better Futures etc).
	Excellent understanding of and experience in using a range of IT software/packages e.g. Access, Word, Excel, Microsoft Office, Acrobat, Web systems and Databases.	Experience of digital media and communications in a professional context, including updating social media and responding to messages, comments and queries from stakeholders.
	Experience of administering petty cash.	Experience and skills in updating websites.
Understanding of the issues related to sexual violence	Able to explain a feminist analysis of gender inequality and sexual violence.	Understanding of the gendered dynamics and impacts of rape and sexual abuse.
	Experience of providing supportive contact/communication with vulnerable service users.	Experience of supporting vulnerable service users.
	Ability to work in accordance with ERCC's policies on confidentiality, safeguarding and data protection.	
Equalities	Clear commitment to equalities and diversity and anti-discriminatory practice.	
Working with others	Experience of working in a busy team.	Experience of working with volunteers
	Experience of liaising with other agencies and organisations	An understanding of the voluntary sector
Managing yourself	A resilient approach and clear strategies for managing self at work.	

ERCC Administration Worker Job Description and Person Specification

Criteria	Essential	Desirable
	Good organisational skills and ability to organise your own workload to meet deadlines	
	Highly motivated and able to take initiative	
Keeping yourself and others safe	Understanding of the importance of adhering to legislation, policy and procedures.	Understanding of relevant legislation (vulnerable adults, child protection)