

Ross- Shire Women's Aid Job Description & Person Specification



Job Title: Admin & Facilities Officer
Responsible to: General Manager
Location: Based in Dingwall
Salary: £19,554 - £23,369 (pro-rata)
Hours of work: 21 hour per week / 3 days per week

Job Purpose and Way of Working: The Admin & Facilities Officer is responsible for the smooth communication, upkeep, and general care of Ross-shire Women's Aid (RWA) offices and Refuge. You will be responsible for ensuring our processes run smoothly and our premises meet a high standard of safety and comfort for the people who live in Refuge. The Admin & Facilities Officer will support the Manager, Team Leader and Finance person in providing a coordinated response to the team.

Key Activities & Responsibilities:

Governance & Administration

- Providing a professional and comprehensive administrative role to the organisation, including data management, reporting, support, diary management, and maintaining accurate effective filing systems.
- Provide secretariat function to Board of Directors by attending meetings and ensuring that all necessary arrangements are made, notifying participants, issue of agenda and supporting papers, writing up minutes, distribution of minutes and progressing appropriate follow up action.
- Being conversant with the Board's policies for good governance and updating of policies.
- Responsible for ensuring the organisation is GDPR compliant with upkeep of policies.
- Conduct Protecting Vulnerable Groups (PVG) applications as appropriate.
- Be a first point of contact on the phone and provide advice, information, and signpost to all enquiries.
- Open and distribute mail.
- Maintenance and ordering of stationery, office supplies and materials. Liaison with Cleaner on ordering of cleaning supplies.
- Input of data in preparation of statistics / reports for funders.
- Upkeep of personnel files and support staff to update time sheets and annual leave taken.
- Record team meeting decisions and distribute notes and minutes.
- Identifying and booking venues for planning and reviewing days.
- Provide relevant personnel with information as per RWA induction process.
- Book training and any relevant travel and accommodation for staff.
- Arrange meetings, book venues, and organise catering.
- Support General Manager and Team Leader in all admin matters including Census Day, National Standards and Care Inspectorate reviews.
- Support Finance with financial record keeping process and ensure resident housekeeping is met.

Facilities Management

- Prepare flats for new residents arriving, including inventory review and replacing / repairing items.
- Develop & maintain the organisation's inventory of assets.
- Manage the upkeep of the fabric of Refuge e.g., repairs, cleaning, and maintenance routines.
- Develop a system and carry out routine flat inspections.
- Procurement, management and updating of RWA telecommunications systems e.g., telephone, IT, photocopiers etc.
- Ensure compliance with Health & Safety protocol is being adhered to and update log accordingly including fire alarm and other tests.

- Carry out general maintenance and minor repair work both inside and outside Refuge.
- Organise contractors as necessary and supervise their visits.
- Ensure the Refuge, gardens and offices are kept tidy and orderly.
- Manage donations to the organisation, sort and distribute accordingly.

Communication:

- To ensure that all staff team members are aware of any matters that are relevant to the welfare and security of the refuges, staff, volunteers, and service users by:
 - a) maintaining RWA communication records
 - b) following safety procedures
 - c) attending team and other meetings
 - d) attending support and supervision sessions with your line manager
 - e) participating in the development and annual appraisal of a personal individual development plan with the line manager.
- To be involved in the Annual Review process.
- Support the delivery of awareness raising and training events about domestic abuse.
- Ensure information is available across the area.

General

- Take personal responsibility for continuing professional development.
- Maintain the confidentiality of women and children using the service and, in all matters, relating to the organisation.
- Offer an equal service to all women and children regardless of intersectionality.
- Work within RWA policies and procedures and demonstrate a commitment to the values and ethos of RWA.
- Positively promote the feminist analysis of domestic abuse and the work of RWA in the community.
- Participate in RWA events and meetings.
- Work within RWA's administrative and financial systems.
- To provide monthly reports to the Manager about work that has taken place including feedback and produce statistical information.
- To contribute to the preparation of reports for funders.

Additional Requirements

The responsibilities attached to posts may vary from time-to-time without changing the general character of the level of responsibility entailed. This position can be physically demanding. As the geographical area covered by RWA is significant, a current driving licence and regular access to a car is essential.

Person Specification

Person Specification	Essential	Desirable
Education/ Knowledge		
Understanding of the issues and support needs of women and children who are experiencing domestic abuse		<input checked="" type="checkbox"/>
Knowledge of the feminist perspective of domestic abuse		<input checked="" type="checkbox"/>
Experience in administration	<input checked="" type="checkbox"/>	
Experience in financial record keeping		<input checked="" type="checkbox"/>
Experience		
High degree of organisational ability and administration skills, together with excellent written and oral communication skills	<input checked="" type="checkbox"/>	
Experience of Facilities Management		<input checked="" type="checkbox"/>
Experience of lone working settings and procedures		<input checked="" type="checkbox"/>
Experience of evaluation, report writing, and/or risk assessments		<input checked="" type="checkbox"/>
Ability to deal with enquiries in a professional and courteous manner	<input checked="" type="checkbox"/>	
Ability to take accurate minutes / notes	<input checked="" type="checkbox"/>	
Awareness of GDPR and act in accordance with RWA Policies, Procedures, and guidelines	<input checked="" type="checkbox"/>	
Skills		
Ability to establish & maintain effective relationships with women, children and with professionals in statutory and other voluntary organisations	<input checked="" type="checkbox"/>	
Self-motivated and able to take responsibility and use own initiative for own tasks whilst realising own limitations	<input checked="" type="checkbox"/>	
Maintain accurate and up to date records of the service and practices.	<input checked="" type="checkbox"/>	
Good organisational, IT, communication and listening skills	<input checked="" type="checkbox"/>	
Ability to use Microsoft Office software packages, e.g., Word, Excel, PowerPoint, and ability to learn new applications such as OASIS	<input checked="" type="checkbox"/>	
Ability to work as part of a remote team and maintain effective working relationships	<input checked="" type="checkbox"/>	
Ability to handle and prioritise a diverse workload	<input checked="" type="checkbox"/>	
Attributes & Commitments		
Self-motivated and able to work autonomously and take initiative	<input checked="" type="checkbox"/>	
Promoting rights of women and children and positive promotion of the organisation	<input checked="" type="checkbox"/>	
Promoting and practicing a fully inclusive and non-discriminatory equality service.	<input checked="" type="checkbox"/>	
Acceptance and sensitivity to the need for professional confidentiality	<input checked="" type="checkbox"/>	
Other		
Flexibility / availability to respond to the needs of the service i.e., occasional weekend work may be required	<input checked="" type="checkbox"/>	
Driving license and own use of car	<input checked="" type="checkbox"/>	
Ability to travel within Ross-Shire, Skye and Lochalsh	<input checked="" type="checkbox"/>	