

EDINBURGH WOMEN'S AID

Job Description

Job Title:	EDDACS Administrator
Hours:	14 hours per week: 9am to 12.30pm Tuesday to Friday (9.30am to 1pm, Tuesday to Friday would also be considered)
Salary:	£21,209.00 (SCP 20) pro rata
Responsible to:	Administration Manager
Context of Job:	To provide administration support to the EDDACS service within Edinburgh Women's Aid.
Purpose of Job:	To enable the EDDACS team to provide a high-quality frontline service to victims of domestic abuse at the highest risk. Ensuring the quick communication of incoming referrals to the service on a daily basis, and providing other administrative support to the team as required.

This role is subject to a Disclosure Scotland Standard Police Check.

Main Duties

The role involves tight timescales and deadlines, and requires the ability to thrive in this environment and to prioritise and manage workload to ensure that these are met.

- Distribute daily information to the team regarding each day's referred cases within the timescale required to allow the team to submit reports to the court and information to partners in the Police DAIU (Domestic Abuse Investigation Unit) and VIA (Victim Information and Advice service). This is a key task of this role and is central to the provision of the EDDACS service.
- Collate monitoring and evaluation information for the EDDACS service.
- Assist with answering the EDDACS phone line, monitoring the EDDACS shared inbox, handling enquiries and passing on messages.
- Upload case information to the service database.

- Prepare report documents for the team to use.
- Support the service with other administrative tasks.
- Support the smooth running of team's ITC equipment and software (i.e. lap tops, mobile phones, online phone system), with the support of our ITC service providers and the Administration Manager.
- Remain up to date and compliant with all organisational policies and procedures.
- Comply with data protection legislation, confidentiality and information sharing policy and procedures, and any other legislation connected to your work.
- Carry out other duties as reasonably asked by the Administration Manager or Management team.

Qualifications and Skills:

Essential

- Excellent communication, both written and verbal, when dealing with colleagues, external agencies and service users.
- The ability to review information quickly and to pick out relevant details.
- Advanced IT skills, particularly MS Office packages excel, word and outlook.
- Ability to work autonomously to prioritise and manage workload to deliver within tight timescales and deadlines.
- Ensuring that organisational policies and procedures are followed.
- Developing procedures relating to the EDDACS administration from time to time.
- Able to collect, interpret data and produce reports.
- Have a good understanding of domestic abuse, including the impact of domestic abuse on victims and their children.
- Respect and value the diversity of the community in which the service works in, and recognise the needs and concerns of a diverse range of survivors ensuring the service is accessible to all.

Desirable

- Qualification in secretarial or administration or MS Office packages.

Experience:

- 2 years' experience working in an administration role.
- Providing administrative support to a team.
- Working with databases.
- Collating monitoring and evaluation information.

Personal Qualities

- Be compassionate and empathetic.
- Act with integrity and respect towards colleagues, external agencies and service users.
- Ability to work as part of a small team and be a good team worker.
- Excellent interpersonal, verbal and written communication skills.
- Be resourceful and a good problem solver.
- Be optimistic about the possibility of personal growth and change.