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Dear Applicant,

**Vacancy: Administrator**

Thank you very much for your interest in working with Rape Crisis Scotland. Please find below:

* Job description
* Person specification
* Application form
* Equal opportunities monitoring form online link

Further information about the work we do at Rape Crisis Scotland is available from [our latest annual report linked here](https://www.rapecrisisscotland.org.uk/resources/RCS-Annual-report-2020-2021-web-pages.pdf) and from our website [www.rapecrisisscotland.org.uk](http://www.rapecrisisscotland.org.uk).

Please note that the deadline for completed applications is **Tuesday 18th October at 5pm.** Due to limited resources, unfortunately we will only contact you if you have been shortlisted for interview. All shortlisted candidates will be contacted by email by 28th October, and we anticipate interviews will take place week commencing 31st October 2022.

Please note that we do not accept CVs. The full application form should be completed and emailed to [recruitment@rapecrisisscotland.org.uk](mailto:recruitment@rapecrisisscotland.org.uk). The completed equal opportunities monitoring form should be completed online at

<https://www.surveymonkey.co.uk/r/779TYJR>

We welcome applications from a diverse range of candidates, in particular women of colour and those underrepresented in the workforce. Please note only women need apply under Schedule 9, Part 1 of the Equality Act 2010.

We look forward to receiving your application. In the meantime, if you have any queries which are not answered in the application pack please contact the Office Manager [Lynne.frances@rapecrisisscotland.org.uk](mailto:Lynne.frances@rapecrisisscotland.org.uk)

Best wishes,

Lynne Frances

Office Manager

# Background Information

The Administrator will be based within Rape Crisis Scotland. Our office base is in central Glasgow and is set up for hybrid working; this means most of our staff team work remotely from home for much of their working week, depending on their role. This post will be based primarily in the RCS office with some home-based working expected.

The admin team comprises of a full-time Office Manager, a full time Administrator, a part-time HR & GDPR Administrator and a 3 day a week Finance Worker. This new post will form part of the admin team and will have a key focus on ensuring the effective operation of systems within the organisation.

We are a growing organisation with over 45 staff, many of whom work part time, across a wide range of projects: from the national helpline, to prevention, communications, the Scottish Women’s Rights Centre and the national advocacy project. For our team of workers, working safely both at home and in the office is a key priority and effective administration and monitoring of our health and safety calendar and training diary will be an element of this post. This role will involve working with the management team to ensure effective review and updating of training schedules and hybrid events and meetings and will have a particular focus on supporting the CEO with diary management. Rape Crisis Scotland run a separate helpline for anyone affected by sexual violence, but support calls do also come in on our office number. The Administrator should be prepared to respond sensitively to potentially distressed callers and be able to signpost them appropriately.

This post is currently funded by the Scottish Government until the end of September 2023, in line with all core RCS funding. This post is a member of the RCS admin team.

We are keen to ensure an accessible recruitment process; if you have any issues accessing this pack, or require these materials in a different format please contact [lynne.frances@rapecrisisscotland.org.uk](mailto:lynne.frances@rapecrisisscotland.org.uk).

## Text Description automatically generated**Job Description**

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| --- | --- |
| Job Title | Administrator |
| Salary Scale | £26,039 (pro-rata) |
| Hours | 21 per week |
| Funded until | September 2023 |
| Annual Leave | 42 days (pro rata, inclusive of public holidays) |
| Pension Entitlement | 8% employer contribution |
| Responsible to | Office Manager |

# Core Purpose of the Job

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| The Administrator will be responsible for the effective administration of the RCS office. Key responsibilities include:   * Ensuring effective administration of online systems, including all features of Microsoft Office 365, Zoom and Slack * Along with the admin team, being a first point of contact for the office phone, mail and email accounts. This will include responding to enquiries from a range of stakeholders including survivors, their friends and supporters, press queries and taking police referrals * Managing the online diary including scheduling training, organising events and meetings both in the office and online * Assisting with the monitoring of the health & safety calendar and acting to mitigate any risks as advised by the Office Manager * Assisting with the upkeep of the office environment and maintenance of office equipment, facilities and stationery, including managing and monitoring effective inventory of hardware, equipment and software. * Organising and recording accurate minutes of meetings, both in person and online. Types of meetings can include national/network meetings, team meetings and Board meetings as required * Collating statistics including equalities monitoring, contact stats and any other requirements to ensure the smooth operation of the office and wider organisation, * Providing diary management and administrative support to the CEO of the organisation * Ensuring compliance with RCS policies and procedures * Other tasks as directed by the Office manager as required by the post for the effective running of the office and the organization |

# Organisational Position

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| You will be member of the Core Admin team and will hold no line management responsibilities. |

# Key Outcomes

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| * In conjunction with the office manager and admin team, ensure the smooth running of the office and organisational systems * Ensure compliance with RCS policies with a focus on data protection and health and safety * Acting as the first point of contact for survivors and professionals contacting the office for advice and support * Support the CEO in managing her diary and any ad hoc admin tasks as required * Manage the online calendar including schedule of staff training, events and meetings * Work with the RCS management team to ensure effective preparation for meetings through the compilation and circulation of agendas and papers * Contribute towards a healthy organisational culture, reflecting the values of RCS, encompassing safe, positive and constructive relationships, shared commitment to respect and equality, fair and equal treatment, good communication and anti-discriminatory practice. |

# Authority Levels

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| Financial & Tangible Resources | Under the direction of the RCS Office manager, you procure equipment (and any other assets)  You contribute to the research of external contracts relevant to the management of the RCS office. |
| People | You liaise with colleagues to ensure effective communication, and handover of duties when you are on leave. There are no line management responsibilities with this post. |

# Accountability

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| Freedom to Act | You will work with the Office manager to identify your work priorities in line with your job description, the needs of the organisation and within the framework of the RCS strategic plan.  The Office manager as your line manager provides you with regular support and supervision to assist you to conduct your role. |
| Risk Management | You keep up to date with all RCS policies and protocols and highlight any risks and areas for development to your line manager. |
| Level of Problem-Solving | You require a good understanding of the systems required for the effective running of the organisation and ensure these are carried out and updated as needed. You can troubleshoot IT problems and learn new systems quickly |

# Communication

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| Subject Complexity & Expertise | You have an attention to detail and excellent IT skills. You are methodical in your approach and can utilise an array of tools to support managing multiple systems simultaneously |
| Contact Inside the Organisation | You work co-operatively and effectively across teams, , ensuring colleagues are aware of and utilising the systems in place. You work in a way which is conducive to your own and your colleagues’ wellbeing at work, addressing any concerns or difficulties you encounter appropriately and constructively. |
| Contact Outside the Organisation | You may be the first point of contact for external parties contacting the organisation, responding sensitively to a range of enquiries. You communicate clearly and effectively with survivors, Rape Crisis Centres, funders and other key stakeholders as required |

# Person Specification

**Job Title: Administrator**

**Person Specification**

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| **CRITERIA** |  | **ESSENTIAL** |  | **DESIRABLE** |
| Knowledge | E1  E2 | Comprehensive knowledge of IT packages (office 365, zoom, teams, etc)  Good working knowledge of diary and time management software | D1  D2  D3  D4 | Knowledge of issues relating to sexual violence  Understanding of health & safety processes, systems and compliance requirements  Knowledge of Data Protection Act and the implication of GDPR principles  Understanding of hybrid working model |
| Skills and  Abilities | E3  E4  E5  E6 | Good communication skills both written and oral  Excellent IT skills  Ability to communicate effectively with a wide range of agencies and individuals  Able to organise and prioritise workload |  |  |
| Experience | E7  E8  E9 | Experience of working to and updating a range of office systems  Experience of acting as the first point of contact for a range of individuals and agencies  Experience of organising meetings and recording accurate minutes in a range of settings | D5  D6 | Experience of responding to distressed callers  Experience of handling subject access requests |
| Other | E10 | Commitment to equality & diversity and anti-discriminatory practice | D7 | Commitment to working within a feminist organisation |

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| Applicant No: (office use only) |

**Application to Rape Crisis Scotland**

**for the post of Administrator**

**To be returned to:** [recruitment@rapecrisisscotland.org.uk](mailto:recruitment@rapecrisisscotland.org.uk)

**by:** **Tuesday 18th October at 5pm**

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| **Section 1: Personal details** | |
| Surname: | First name: |
| Address: | Tel (home): |
| Tel (mobile): |
| Tel (work):  May we contact you at work? yes/no |
| Postcode: | Email address: |

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| **Section 2: Qualifications and training**  **(only enter those qualifications and/or training necessary or relevant to the job)** | | | | | | |
| Qualification and/or training | | | Subject | | Date | |
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| **Section 3: Present employer** | | | | | | |
| Name & address of employer: | | | | Date commenced employment: | | |
| Job title: | | | | Notice required: | | Current salary: |
| Brief description of your main duties and responsibilities, with an emphasis, where possible, on those areas most relevant to the job applied for: | | | | | | |
| **Section 4: Previous employment (list in order, with most recent employer first)** | | | | | | |
| Please list **all** your previous employment, detailing any gaps between employments with reasons (continue on a separate sheet if necessary). | | | | | | |
| **Dates** | | Name of employer | | Job title and brief description of role | | Reason for leaving |
| From  DD/MM/YY | To  DD/MM/YY |
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| **Section 5: Relevant skills, experience and abilities** | | | |
| With reference to the job description and person specification, please outline how your work experience (including unpaid work) training, knowledge, skills and abilities would enable you to carry out the duties of this post. The essential criteria are detailed below, please refer back to the person specification to include examples based on desirable criteria where possible. Please include any information which you feel is relevant. Your invitation to interview will be based on anonymised scoring of the information given in this application so please be explicit and give examples as evidence. | | | |
| E1. Comprehensive knowledge of IT packages (office 365, zoom, teams, etc) | | | |
| E2. Good working knowledge of diary and time management software | | | |
| E3. Good communication skills both written and oral | | | |
| E4. Excellent IT Skills | | | |
| E5. Ability to communicate effectively with a wide range of agencies and individuals | | | |
| E.6 Able to organise and prioritise workload | | | |
| E.7 Experience of working to and updating a range of office systems | | | |
| E.8 Experience of acting as the first point of contact for a range of individuals and agencies | | | |
| E.9 Experience of organising meetings and recording accurate minutes in a range of settings | | | |
| E10. Commitment to equality & diversity and anti-discriminatory practice | | | |
| D1. Knowledge of issues relating to sexual violence | | | |
| D2. Understanding of health & safety processes, systems and compliance requirements | | | |
| D3. Knowledge of Data Protection Act and the implication of GDPR principles | | | |
| D4. Understanding of hybrid working model | | | |
| D5. Experience of responding to distressed callers | | | |
| D6. Experience of handling subject access requests | | | |
| D7. Commitment to working within a feminist organisation | | | |
| **Section 6: References** | | | |
| Rape Crisis Scotland requires a minimum of 2 employment references to cover a three year period – if necessary, please provide further referees covering the last 3 years. | | | |
| **Reference 1: Current / most recent employer** | | | |
| Name: | Position: | | Tel no: |
| Company name: | | Address:  Email | |
| May we, with discretion, contact your employer to discuss this reference:  Yes/no | |
| **Reference 2: Previous employer / supervisor** | | | |
| Name: | Position: | | Tel no: |
| Company name: | | Address:  Email | |
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| **Reference 3: Previous employer / supervisor** | | | |
| Name: | Position: | | Tel no: |
| Company name: | | Address:  Email | |
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| **Section 7: Declaration** |
| I certify that all the information contained in this form and any attachments is true and correct to the best of my knowledge. I am aware that all offers of employment are subject to satisfactory references, a PVG check and are subject to confirmation of UK working entitlement. This post is for women only under Schedule 9, Part 1 of the Equality Act 2010.  I realise that false information or omissions may lead to dismissal without notice.  Signature: …………………………………………………………………………………(electronic signature is acceptable)  Date: …………………………………………………. |

Privacy Notice

Rape Crisis Scotland is aware of its obligations under the General Data Protection Regulation (GDPR) and is committed to processing your data securely and transparently in line with our data protection policy. Please see the online privacy notice for further information. <https://www.rapecrisisscotland.org.uk/privacy/>