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|  | **JOB DESCRIPTION** |
| ***Role Title*** | Admin Worker |
| ***Reporting To:*** | Services Manager |
| ***Location:*** | West Lothian - Dedridge |
| ***Role Purpose:*** | Provide dedicated admin support to WLWA as an organisation and to the management team and provide direct support admin trainees/volunteers |
| ***Salary*** | £10.90 per hour or £19,838 full time equivalent plus 4% pension |
| *Hours of Work* | 25 hours per week Monday to Friday |

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Organisation profile:

West Lothian Women’s Aid is a charitable organisation (Registered SCIO). Established in 1980, the charity continues to provide expert information and support to women, children and young people who have experienced/are experiencing domestic abuse. Our main focus is to support survivors to become safer and to empower them to rebuild their lives and move on from their experiences of domestic abuse, in all of its forms.

Purpose of the Post

WLWA is seeking to recruit an experienced Administrator. You will report to the Services Manager of WLWA, and your role will involve providing dedicated admin support to WLWA as an organisation and to the management team.

#### Main Tasks and Responsibilities

* To take a lead role in welcoming all clients and visitors into the office, ensuring they feel safe and comfortable
* To provide additional telephone support at the office and redirecting telephone calls to appropriate worker or available member of staff
* To co-ordinate the reporting and booking of required maintenance for WLWA properties
* Handling incoming mail and emails
* To input data and maintaining database records to facilitate information access and collation of statistics
* To support the Manager(s) to gather data and complete necessary project evaluation reports.
* To be responsible for preparing all necessary paperwork for staff induction
* Preparing initial client intake packs and any other relevant information packs
* Organising, training, events and bookings
* Maintaining office equipment – computers, printer/ photocopier, mobile phones, etc. – as first point of contact for any issues or updates/repairs
* Minute taking of internal and external meetings when required
* Monthly or as needed inventory taking of office supplies and equipment to ensure a regular supply of office provisions, i.e., stationery, service leaflets
* Word-processing as required
* To assist in the marketing of WLWA by distributing leaflets to relevant agencies upon request
* To assist the Manager(s) in securing fundraising opportunities
* To be responsible for the supply/stocks of our weekly food bank service
* To assist in updating WLWA website and social media accounts
* To undertake other duties as required within the organisation or as delegated by the Manager(s)

**General**

* To attend and participate in internal meetings as required
* Liaise with colleagues to provide an effective and consistent service to women, and if any, their children
* To undertake training as agreed by your line manager
* To participate in the national work of the Scottish Women’s Aid network as agreed by the Manager (s)
* To carry out any other additional duties that may be required from time to time in the interest of the effective running of the project and the needs of the organisation as agreed by the Manager (s)

**Policies and Procedures**

* To comply with all WLWA Policies and procedures in carrying out all day

 day duties and to be responsible for the Health and Safety of themselves and

 others

**Supervision Received**

* The post holder will be accountable to the Services Manager and through her to the Registered Manager and Board of Directors of WLWA. She will receive supervision from the Services Manager and / or an appointed worker.

**Confidentiality**

* Staff are expected to always observe WLWA’s Confidentiality Policy. An Enhanced Disclosure is required.

**Person Specification**

**Here is a list of values, experience, skills and abilities required for the above post. The person should be able to demonstrate the following in order to be shortlisted for interview:**

**Essentials**

**Values**

* Commitment to and understanding of WLWA aims and objectives
* Commitment to understanding of equal opportunities and anti-discriminatory practice
* Knowledge and commitment to the feminist analysis of domestic abuse
* Ability to maintain and respect confidentiality in relation to the work of WLWA and its service users.

**Experience**

* At least 2 years previous administrative experience
* Experience of providing information in an agency setting
* Experience of evaluating and analysing data and writing reports

**Knowledge, Skills, and Abilities**

* Qualification in relevant field such SVQ III Business and Administration
* Good spoken and written communication skills
* Computer Skills: Outlook, Word-processing, Excel and Database.
* Ability to monitor and evaluate work and produce written reports
* Ability to convert data into graphical information e.g. Using excel
* Ability to manage own workload and to take initiative
* Flexibility and resilience to respond to different demands within a social care environment
* Ability to work effectively as part of a team and as part of a hierarchical structure

**Desirable**

* Knowledge of providing admin support on websites and social media accounts

**Notes**

1. This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975. It will be necessary for an enhanced disclosure to be made to the Criminal Records Bureau for details of any previous criminal convictions.
2. Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies.
3. The post holder must be female in accordance with the Sex Discrimination Act 1975 Part 7 (2) (e)