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| **JOB DESCRIPTION** |
| ***Role Title*** | Administration Support Worker |
| ***Contract of Employment*** | Fixed term contract to 31st March 2025.  |
| ***Reporting to:*** | Operational Manager  |
| ***Location:*** | Edinburgh |
| ***Responsible to:*** | Direct responsibility to Operational Manager and through the Operational Manager to CEO and the Board of Directors |
| ***Role Purpose:*** | Provide dedicated admin support to Shakti as an organisation and to the management team. |
| ***Grade & Salary*** | £21,503 + 10% pension |
| ***Hours of work*** | 35 hours /week (excluding lunch breaks) |

This post is subject to police check disclosures.

**Organisation profile:**

Shakti Women’s Aid provides information, emotional/ practical support, and refuge/ temporary accommodation to all black minority ethnic women, their children and young people who are experiencing or fleeing domestic abuse from their partners, ex-partners, and/ or other family members.

Purpose of the Post

Shakti is seeking to recruit an experienced and qualified Administration Support worker. Reporting to the Operational Manager , your role will involve providing dedicated admin support to Shakti as an organisation and to the management team. The post holder will be working with other Shakti staff to provide the best possible service to its service users and to maintain and run an effective office system.

This role will be supported by a part time administrative assistant. You will also be an active member of Shakti’s team.

#### Major Tasks and Responsibilities

* Welcoming clients into the office, ensuring they feel safe and comfortable
* Womaning the office and redirecting telephone calls to appropriate worker or available member of staff
* Handling incoming mail and emails
* Maintaining and updating the Shakti website and social media accounts
* Inputting data and maintaining database records to facilitate information access and collation of statistics
* Assisting the CEO, Operational Manager and the team leaders to collate and analyse data from evaluations
* Maintaining clear computer filing system on shared documents for easy accessibility
* Assisting in the recruitment process
* Preparing induction packs for new staff, board members, and student placements
* Preparing initial intake packs and any other relevant information packs
* Support in researching information for training purposes
* Organising events and bookings
* Providing information to voluntary & statutory agencies when requested and in line with GDPR
* Maintaining office equipment – computers, printer/ photocopier, mobile phones, etc. – as first point of contact for any issues or updates
* Handling petty cash
* 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
* Ordering Shakti publicity materials when needed
* Distribution of leaflets to relevant agencies upon request
* Management of our weekly food bank service for our most vulnerable clients – this includes ordering items, taking the delivery, packing and distributing bags, and following statutory hygiene regulations.
* Daily updating of Shakti’s account with the Scotland-wide refuge database (routes to support).
* To undertake other duties as required within the organisation or as delegated by the Operational Manager and CEO.

**Monitoring and evaluation**

* Maintain an effective internal monitoring system with in-house evaluation as requested by the management team
* Participate in evaluation of work of Shakti with staff team
* Respond to any other need for evaluation evidence of the project
* In conjunction with colleagues, help to organise Seminars/ Conferences

**Administration**

* Undertake administrative tasks required by the project
* Ensure that accurate written records and statistics are kept on training provided and feedback from participants is recorded
* Implement Shakti’s monitoring system and prepare monthly reports when required
* Undertake the planning of the Annual General Meeting
* Work towards anti-oppressive practice in line with Shakti’s Equal Opportunities policy at all times

**General**

* Required to vary work hours in response to the needs of the project and as agreed by the Operational Manager, including some evening and weekend working
* 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
* In addition, as part of a closely integrated team, you will be responsible, with other workers for ensuring that all aspects of the service are covered. You may therefore be required on occasion to carry out duties that are not specifically yours
* 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 Operational Manager
* To carry out any other 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 Operational Manager

**Policies and Procedures**

* To comply with Shakti’s Health and Safety and Lone Working Policies in carrying out all day-to-day duties and to be responsible for the Health and Safety of themselves and others
* To comply with Shakti Code of Conduct Policy

**Supervision Received**

The post holder will be accountable to the Operational Manager and through her to the Board of Directors. She will receive regular supervision from the CEO and / or an appointed worker.

**Confidentiality**

Staff are expected to observe Shakti’s Confidentiality Policy at all times. An Enhanced Disclosure is required.

**Person Specification**

Here is a list of abilities, knowledge, and experience required for the above post. The person should be able to demonstrate:

**Essentials**

**Values**

• Commitment to and understanding of Shakti Women’s Aid aims and objectives

• Commitment to understanding of equal opportunities and anti-discriminatory practice

• Knowledge and commitment to the feminist analysis of domestic abuse

• An understanding of the causes and effects of violence against women, children, and young people

• A good understanding of the issues affecting women with complex needs, within their families, the community, and the wider society in which they live.

* Ability to maintain and respect confidentiality in relation to the work of Shakti and its service users.

**Knowledge and Understanding**

• Knowledge and understanding of issues affecting Black and Minority Ethnic Women.Knowledge and understanding of cultural issues surrounding Domestic Abuse, Forced Marriage and Honour Based Violence

• Have knowledge and understanding of cultural and religious barriers which may prevent women from leaving an abusive relationship

• An understanding of the effects of racial discrimination

• Challenge sexism and prejudice in a non-directive and non-judgmental way

**Experience**

• Experience of providing information/ advice in an agency setting

• Experience of evaluating and analyzing data and writing reports

**Skills and Abilities**

• Good spoken and written communication skills

* Computer Skills: Outlook, Word-processing, Excel and Database, knowledge of managing websites and social media accounts

• Ability to monitor and evaluate work and produce written reports

• Ability to manage own workload and to take initiative

• Ability to work effectively as part of a team

• Commitment to maintain and respect confidentiality in relation to the work of Shakti

• Qualification in relevant field such SVQ III Business admin and finance

#### Desirable .

* Fluent in at least one other BME community language, ideally Bengali, Urdu, Punjabi, Hindi or Mandarin

**What we offer**

We offer a great benefits package to our employees which includes:

-flexible working hours (where appropriate)

-10% pension

-25 days paid holidays and 10 days public holidays a year – pro rata for part time staff.

-maternity/paternity leave

-adoption leave

**Health and Welfare**

We offer you access to:

Employee Assistance Program (Peninsula) – for confidential advice and counselling

occupational sick pay