

Recruitment

Application Pack

# How to Apply

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| Thank you for your interest in the post of **Knowledge and Impact Coordinator**.  Please find below information relating to the organisation, our values and ethos, and details of the vacancy. Please note that only information provided in the application form can be considered in the shortlisting process. CVs will not be considered without prior arrangement.  Applications will be shortlisted by scoring the information provided in the application from against the essential and desirable competencies outlined below. Please provide as much information as possible, together with examples, to demonstrate how you meet these competencies. All experience is relevant and need not be limited to paid employment situations.  Completed application forms should be sent to [recruitment‌@rapecrisis‌‌scotland.‌‌org.‌‌uk](mailto:recruitment@rapecrisisscotland.org.uk) by **30th June 2025 at 12pm**  **Closing Date for Applications:** 30th June at 12pm  **Invites to Interview issued by:** Thursday 3rd July  **Anticipated date(s) for interview: 9th or 10th July**  An equal opportunities monitoring form should be completed online [here](https://forms.office.com/Pages/DesignPageV2.aspx?prevorigin=shell&origin=NeoPortalPage&subpage=design&id=_1xQnEVA1EqAF53icL7JvoWchNL3GJlItWtEsIm_onhUNkJSV01BWjNQNFpQTUtIUjlYNDY2QVZMRy4u&analysis=false).  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**.  Please note that a PVG Disclosure check will be carried out prior to employment commencing.  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  [recruitment@rapecrisisscotland.org.uk](mailto:%20recruitment@rapecrisisscotland.org.uk).  Our recruitment process is carried out in accordance with the Data Protection Act 1998. For full details on how your information will be used, please see our [Privacy Notice](https://www.rapecrisisscotland.org.uk/recruitment-privacy-notice/). |

# About Rape Crisis Scotland

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| Background |
| Rape Crisis Scotland is Scotland’s leading organisation working to support survivors of sexual violence, transform attitudes, improve the justice response to sexual crime and, ultimately, to end sexual violence in all its forms**.**  From the earliest collectives, over 40 years ago, to the modern network of Rape Crisis centres, survivors’ needs and voices have been at the heart of Rape Crisis in Scotland.  You can read more about the early years of Rape Crisis in our 2009 publication, [Woman to Woman: An Oral History of Rape Crisis in Scotland 1976-1991](https://www.rapecrisisscotland.org.uk/resources/Woman-to-Woman-1.pdf). |

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| Who We Are |
| All of us deserve to live free from the fear and threat of sexual violence. At Rape Crisis Scotland we work to raise awareness of the prevalence and impact of rape, sexual assault and abuse, advocate for better health, justice and community responses, and work to make sure that no matter what happened or when, survivors can access specialist support.  Rape Crisis Scotland is governed by a [Board of Directors](https://www.rapecrisisscotland.org.uk/resources/Board-of-Directors.docx) and is a growing organisation with over 45 staff members, working across a broad range of projects.  We work with 17 independent local centres who provide trauma-informed support to more than 6,000 survivors annually.  Rape Crisis Scotland and our member centres are committed to adhering to the Rape Crisis National Service Standards (RCNSS). These standards ensure that all survivors who contact us receive a consistent, high quality services from any member Rape Crisis Centre. |

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| What We Do |
| At Rape Crisis Scotland, our work is diverse and varied. In addition to our work supporting member centres we also provide the following services:   * A National Helpline, providing support and information to anyone affected by sexual violence. The Helpline is open daily, 5pm until midnight, 365 days a year. * National Advocacy Service, supporting anyone who is thinking about reporting or is engaged in the justice system, helping them to navigate the system. * Prevention work, working with schools, colleges and universities to promote healthy relationships and looking at issues such as consent, and providing support so that they can act to prevent and respond appropriately to disclosures of gender-based violence.   We also work collaboratively with the Scottish Women’s Rights Centre, which provides legal advice and support to survivors of gender-based violence.  For the latest information on the work of Rape Crisis Scotland and our recent campaign work, see our latest [Annual Report.](https://www.rapecrisisscotland.org.uk/resources/RCS-Annual-report-22-23-final-RGB-web.pdf) |

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| **The Training & Membership Development team** |
| The **Knowledge & Impact Coordinator**will be part of the Training & Membership Development team.  This team works to build the capacity of member Rape Crisis centres by providing development support, training and resources to support centres as organisations to provide safe, effective and high quality services which are survivor-led.  We do this through a process of Quality Assurance via the Rape Crisis National Service Standards. The Knowledge & Impact Coordinatorwill be responsible for embedding the Standard ‘Responsive to Survivors’ by driving evidence-based practice and through supporting our member centres to make the best use of data. This Standard ensures that Rape Crisis specialist services are responsive to the diverse needs of survivors and actively working towards ensuring that services are relevant, accessible and survivor led.  The post holder will provide specialist advice and practical support to colleagues within RCS and the Rape Crisis membership, bringing together the current internal and external data to create informed analyses and interpretation, to support service planning, decision making, policy, advocacy and evidence-based practice.  The postholder will also be responsible for the administration and expansion of the Knowledge & Learning Hub - our digital membership platform. This is managed through a content management system (CMS).  We also coordinate the OASIS, a cloud-based case management and statistical reporting system which collects data from Rape Crisis centres across Scotland. The postholder will be responsible for supporting centres to use OASIS effectively and efficiently. |

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| Our Values and Ethos |
| At Rape Crisis Scotland, our guiding principles are:   * Feminism, * Equality and * Human Rights   Our services draw from the guiding principles of gender-based power, a survivor-centred approach and holding perpetrators accountable and our work with survivors is guided by values and principles of being non-judgmental, survivor-led and trauma informed.  As an organisation we are working to embed an intersectional approach, recognising the compounding inequalities and discrimination that survivors, our staff and volunteers may experience and seeking to reflect this in our service provision and broader work. We want Rape Crisis to be a movement that reflects the diverse population of Scotland and seek to support the participation and representation of women from all backgrounds.  As an organisation we are trans-inclusive, and pro-choice.  We recognise that our work to become anti-racist and intersectional is an ongoing process, and are committed to reflection, and learning and welcome feedback on how we can improve.  Our principles and approach are important to us, and as an organisation that seeks to work collaboratively with others, we feel it important to share these so that we are transparent and clear with current and future members of staff about our values and the expectations that surround these in terms of how we work together and what we produce.  As we are committed to survivors, we are committed to providing a supportive and empowering environment for our staff, creating an environment where we can inspire each other and allow each other to thrive, working together, collaboratively to achieve our collective goals. |

# Hybrid Working

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| Our office base is in the centre of Glasgow, and we offer hybrid working arrangements with a split between home and office working. It is envisaged that this post will require a degree of home working and the necessary hardware will be provided. |

# The Role

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| Job title: | Knowledge & Impact Coordinator | Restrictions: | Women-only\* |
| Department/Function: | Training & Membership Development Team | Reports to: | National Training & Membership Development Manager |
| Location: | To be negotiated | Travel required: | Moderate |
| Level/Salary range: | C3 £33,748 (pro- rata) | Position type: | 24 hours per week (can be negotiated) |
| Pension contribution: | 8% employers contribution | Holiday entitlement | 43 days (pro rata), inclusive of public holidays |

# Job Purpose

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| * To lead on our digital membership infrastructure systems, in particular the Knowledge and Learning Hub and the OASIS case management system * To drive engagement, communication, information management and knowledge exchange across RCS and the Rape Crisis Membership. * To carry out analysis of the data, knowledge and experience held across RCS and the Rape Crisis Membership and to produce high-quality resources, data, impact insights and policy advocacy based on this. * To work to embed the Rape Crisis National Service Standard Core Standard ‘Responsive to Survivors’ across RCS and the Rape Crisis movement. |

# Coordinator Responsibilities

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| The following are shared responsibilities of all Coordinators at RCS:   * Collaborate with and support colleagues at all levels within RCS * Develop, maintain, and influence internal networks within RCS and member Rape Crisis Centres to build cohesion and ensure good communication throughout * Develop, maintain, and influence relationships with relevant external stakeholders * Demonstrate the values and principles of RCS in all aspects of your work * Support RCS to develop and maintain a culture where fairness, respect, equality, good communication, engagement and wellbeing are in place and recognised as important * Engage in your own continuous professional development |

# Specific Responsibilities of this Role

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| * Act as a central point of contact and capacity building in relation to the OASIS case management system * Train and support workers across Rape Crisis Centres to effectively use OASIS * Liaise with IT Works as necessary regarding queries, updates and developments to OASIS Liaise with RCS staff around project specific OASIS modules as required * Analyse and translate OASIS data to tell the story of the work of Rape Crisis services through briefings, reports and data insights * Provide advice and insight on equality and demographic data analysis, enabling member centres to understand and respond to survivor need when developing services * Act as a central point of contact and capacity building in relation to the Knowledge & Learning Hub platform. * Optimise engagement with and use of the Knowledge & Learning Hub platform. * Liaise with developers, member centres and RCS Project Leads to expand functionality and ensure the Hub meets stakeholder needs * Promote knowledge exchange and membership capacity building through populating a well-structured Resource Library and Knowledge & Learning Hub calendar |

# Person Specification

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| The successful post holder must demonstrate the following:   * Good understanding of, and support for, RCS’s values and principles which are based on an intersectional feminist, person-centred and trauma-focussed approach to gender-based violence. * Ability to provide support and training to others to enable them to understand, access and use digital systems effectively * Creative and analytic approaches to data storytelling which can contribute to our work to end sexual violence * Ability to communicate complex ideas accessibly to a range of audiences * Ability to maintain and develop digital platforms in line with the needs of users * Good understanding of data protection and the General Data Protection Regulation   Essential skills required:   * Data analysis methods and techniques * Experience of using content management systems * Creative/adaptive thinking * Self-motivation and ability to take initiative   In addition, the following would be desirable:   * Relevant qualification(s) or training * Good understanding of the context within which gender-based violence occurs (for example the societal, political and legal context). This includes a recognition of the intersecting inequalities that shape violence and the experiences of survivors from diverse communities including Black and minoritised, LGBT, disabled, remote, and rural communities.   Please note, this role may include occasional evenings, weekends, and overnight stays. Some travel across Scotland is necessary to support rural participation and attend relevant events. RCS is committed to flexible working and positive work-life balance. Travel will be planned and agreed well in advance, with consideration for the post holder’s other commitments. |

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| \* Please note only women need apply under Schedule 9, Part 1 of the Equality Act 2010. |