



JOIN OUR TEAM

Recruitment Pack

Office Administrator
Maternity Cover

Closing: 6 pm, Wednesday 23 September 2026



SCOTTISH BORDERS RAPE CRISIS CENTRE

August 2026

Dear Applicant,

Vacancy: Office Administrator (Maternity Cover)

Thank you very much for your interest in working with Scottish Borders Rape Crisis Centre (SBRCC).

Please find enclosed:

- Background information
- Job description
- Person specification
- Tips on completing your application form
- Application form

Further information about our organisation's work is available on our website, www.scottishbordersrapecrisis.org.uk

Please note that the deadline for completed applications is **Wednesday 23 September @ 6pm**. Interviews will be held on **Wednesday 30 September in person at our Centre in Galashiels**. Due to our limited resources, we will only contact you if you have been shortlisted for interview. All shortlisted candidates will be contacted on **Friday 25 September**.

Please note that we do not accept CVs. The full **application form** should be completed and **emailed** to recruitment@sbrcc.org.uk

We look forward to receiving your application. In the meantime, if you have any questions, please do not hesitate to contact us on 01896 661070 or email recruitment@sbrcc.org.uk

Best wishes,



Susie Stein
Chief Executive Officer
Scottish Borders Rape Crisis Centre

Background Information

Scottish Borders Rape Crisis Centre (SBRCC) provides high-quality, specialist, trauma informed support services to survivors of sexual violence. We provide free and confidential emotional and practical support, information, and advocacy.

Our support is person centred, holistic, inclusive, and accessible. The organisational culture and therefore, all its services and activities are aligned to and underpinned by the trauma informed principles of safety, choice, trust, empowerment, and collaboration.

Our services are aimed at enabling and supporting survivors to reclaim control of their lives and everything we do is aimed at empowering survivors. Support is focused on safety, self-care, and healthy emotion regulation. We offer a safe space for survivors to tell their story and start to recover from the sexual trauma they have experienced.

We aim to promote awareness and understanding of the causes and prevention of sexual violence, its impact, and often profound consequences. By providing support services to survivors and prevention work in educational and youth settings, partnership working and training.

SBRCC Core Services: One-to-one specialist trauma support. A block of 12 sessions offered initially, they can be extended up to 20 sessions for survivors with multiple and or complex needs.

- Sunrise: Women aged 18+ who have experienced sexual violence.
- Unity: All young survivors of any gender/gender identity aged between 12 and 18.

Sunrise and Unity support survivors who have experienced any form of sexual violence at any time in their lives.

We are an all-women organisation, believing that this allows us to offer the most appropriate and secure support to women and girls affected by rape or sexual violence. While we acknowledge that men experience rape and sexual violence, we also know that most incidents are committed against women by men, and it is to women that our efforts are primarily directed. Rape and sexual violence are crimes of violence against women and girls which reflect inequality in our society: redressing this inequality defines our work with women and girls who have experienced rape or sexual violence.

To find out more about our work please visit our website: [Scottish Borders Rape Crisis Centre |](#)

Job Description

Title:	Office Administrator (Maternity Cover)
Hours:	18 hours
Salary:	£24,838 (pro-rata)
Location:	Centre, Galashiels
Contract:	Fixed-term maternity cover. The contract will continue until the substantive postholder returns from maternity leave.
Pension Entitlement:	4% Employer's contribution
Annual Leave:	28 days, 9 Public Holidays, 14hrs of Wellbeing leave (pro-rata)
Responsible To:	Operations Manager

Purpose of the post

In conjunction with the Management Team (Chief Executive Officer and Operations Manager) ensure the smooth running of the office and organisational systems.

Key responsibilities

- Being the main point of contact for the office phone, mail and email accounts responding to enquiries and referrals from a range of stakeholders including survivors, their friends, families, services, institutions, and organisations.
- Carrying out general administrative duties including dealing with incoming calls, the mail, information requests, office supplies and equipment, recruitment processing, equalities monitoring and any other requirements to ensure the smooth operation of the office and wider organisation.
- Adding new referrals to our Oasis database and supporting case management on the system.
- Evaluation and monitoring of our Oasis database, relating to data checks, closing case files and collating statistical information.
- Prepare quarterly evaluation reports from evaluation data received from survivors to evidence our progress towards meeting our outcomes. Including Equality & Diversity data collection.
- Reviewing, updating, and implementing effective filing and online systems to facilitate the effective data storage, retention and disposal across the organisation in line with GDPR best practice.
- Assist with processing requests relating to GDPR including but not limited to Subject Access Requests.

- Carry out tasks specific to Data Protection Act including but not limited to Data Protection Impact Assessments, responding to, and effectively recording data breaches.
- Carry out Health & Safety office inspections against the office risk assessment and reporting identified risks to the Operations Manager and taking remedial action where required. Coordinating servicing and testing of the fire alarm, fire extinguishers, PAT testing and intruder alarm.
- In cooperation with the Chief Executive Officer (CEO) and Operations Manager review, update and implement process and procedures to ensure effective HR practice & systems to ensure best practice in recruitment and HR related policies.
- Dealing with and processing invoices and expenses and petty cash reconciliation.
- Assist with the upkeep of the office environment and maintenance of office equipment, facilities and stationery.
- To prepare and take minutes for meetings as required.
- Providing administrative support to the wider SBRCC team as capacity allows and under direction of the Operations Manager.
- Responding to media enquiries by directing them to the CEO.
- Other tasks as required by the post for the effective running of the office and the organisation.
- Any other duties that are relevant to the post and agreed with the Operations Manager and/or CEO.

General Responsibilities

- Contribute to the successful operation of the Centre through teamwork, mutual support, producing ideas for service improvements, giving feedback and providing reports as required by the management team.
- Acting in accordance with SBRCC policies and procedures.
- Working in a manner which positively promotes the aims and objectives of the organisation.
- Positively upholding and promoting SBRCC's feminist ethos and commitment to equality, diversity and anti-discriminatory practices.
- Taking reasonable care of personal safety and that of other persons and resources whilst at work.
- Attending and participating in regular training when required.
- Attending and participating in regular internal and external support and supervision, staff and other meetings as necessary.

Pre-Employment Checks - Essential

- Confirmation of Right to Work in the UK
- PVG Disclosure Check
- References
- **Only women need apply under Schedule 9, Part 1 of the Equality Act 2010**

Person Specification

Criteria	Essential	Desirable
Knowledge	Good working knowledge of IT and software packages such as Microsoft 365, Zoom, MS Teams, etc. Understanding of Data Protection compliance including the effective administration of GDPR processes. Understanding of HR processes, systems and compliance requirements.	Knowledge of impacts relating to sexual violence.
Skills and Abilities	Good communication skills both written and oral. Ability to communicate effectively with a wide range of agencies and individuals. Able to organise and prioritise workload.	
Experience	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 data collection and presenting this information in reports.	Experience of responding to distressed callers.
Other	Commitment to equality & diversity and anti-discriminatory practice.	Commitment to working within a feminist organisation.

Tips on Completing your application form

As part of SBRCC's commitment to equal opportunities, candidates for each post are treated equally. Application forms are the only basis on which the first selection is made to decide whom to call for interview. Therefore, only information which appears on the form (and continuation pages), can be considered. It is **very** important that your completed form contains both the information we want about your skills and experience and the information you want to give us. These tips are intended to help you to complete your form effectively.

- Read all the information provided especially the job description and person specification. These outline the duties you would be expected to carry out in this post and lists the skills, knowledge and abilities that the short listing/interview panel will be looking for.
- The application form should be completed in black ink or typed.
- Section 5 asks you to note down your general experience and is the most important part of your application. **This is your chance to explain why you are suitable for the job.** It is not enough to say you have the experience – you must demonstrate experience and skills with specific examples. Relevant experience may be from your current or previous jobs or from out with formal employment.
- Should you need to use an additional sheet of paper, please indicate the name of the post on the top of the sheet. **Do not send your CV in addition to or in place of a completed application form as it will not be considered by the shortlisting panel.**
- Completing the Equal Opportunities Monitoring Form (survey monkey link in section 9) is optional but the information requested here is useful as it allows us to monitor the effectiveness of our policy of equal opportunities in employment.
- All applicants must complete all parts of the application form.
- Application forms must arrive on time, forms arriving late will not be considered.

General Data Protection Regulation (GDPR)

Collection of data

SBRCC will collect personal information about candidates through the application and recruitment process from candidates directly and from third parties including former employers and Disclosure Scotland.

The information you or a third party provides to us will be stored securely and will be treated as restricted information.

Retention of data

If you are successful in your application, your application form and additional recruitment information will form part of your personnel record and will be retained for 6 years after your employment ceases.

If you are unsuccessful in your application, the information you provide to SBRCC will be retained for 6 months.

Destruction of Personal Information

Once the above retention times have passed your personal information will be securely destroyed. We contract the services of a secure destruction company – SHRED-IT. When a personal record has been securely disposed of, we are given a certificate of destruction.