

<b>Job Title:</b>	<b>Administrator</b>
<b>Responsible to:</b>	Governance and Operations Manager
<b>Responsible for:</b>	Volunteers if needed

<b>Hours:</b>	37 hours per week (part time hours will be considered)
<b>Salary:</b>	£25,877.80 per annum (pro rata)
<b>Location:</b>	Trowbridge office and home based
<b>Holiday Entitlement:</b>	28 days plus bank holidays (pro rata)
<b>Pension:</b>	Group personal pension plan, with employer contribution of up to 4%

<b>General Description:</b>	<p>FearFree delivers services across the Southwest for victims, children and perpetrators of domestic abuse, sexual violence and stalking with the aim to break the cycle of abuse and support all to live free from fear. We provide trauma responsive support, and this post will be fundamental to ensuring service users, stakeholders and partners experience this in our daily delivery.</p> <p>As an administrator you will be central to the efficient running of all our services providing phone, administration, office duties and reception duties. You will often be the first point of contact in the organisation.</p> <p>FearFree is committed to flexible and hybrid working. This role will be a mix of home and office based with a minimum of 3 days in the office, alongside requiring travel for meetings and other deliverables.</p>
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### Key Responsibilities

- Work with the central services and services team to support with the day to day running of the organisation. This will include answering phone calls, office administration, preparing outgoing post and ensuring that letters/parcels are posted and couriers arranged, liaising with contractors, partners and the general public. This will also include responding and sign posting calls from the people we support.
- Manage and maintain office consumables and stationary levels within the office.
- Support with team meetings including setting up links, booking spaces and taking minutes.

- Support with setting up appointments, group work or other services alongside the services team.
- Support with updating and maintaining our client management system.
- Support the DPO with data protection including Data Subject Access Requests and Freedom of Information Requests.
- Support the DPO with cyber security requirements by preparing new starter/leaver IT equipment and keeping the asset register up to date.
- Support with processing referrals into our services.
- Support with letter writing such as legal letters.
- Any other tasks set by the line manager.

### **General**

- Live and embody the FearFree values.
- To promote the service to external agencies where applicable.
- Ensure our service is widely accessible – adapting practice as required to suit individuals.
- Have a responsibility around safeguarding of both adults and children, maintaining knowledge of appropriate policies and procedures and integrated working.
- Ensure all referrals are clearly logged on our database and all case records are kept fully updated, according to FearFree policies and procedures.
- Engage with supervision, taking an active role in managing own wellbeing and supporting the wellbeing of your colleagues.
- Support colleagues in all services across FearFree as required.
- Support the sustainability of the organisation by participating in fundraising activities and sharing ideas and contacts for income generation.
- To engage in and contribute to effective team working with a flexible and pro-active approach, including cover for other team members' holidays and sickness.
- Undertake all statutory and mandatory training, as required by the organisation.

### **Other**

#### **Confidentiality and Data Protection**

All employees must ensure that essential information of a sensitive and/or personal nature is not disclosed to, or discussed with, inappropriate persons and that all information is maintained in accordance with the GDPR and other related legislation/requirements.

#### **Equality and Diversity**

FearFree is committed to encouraging equality, diversity and inclusion among our workforce and people we support and eliminating unlawful discrimination. The aim is for our workforce to be truly representative of all sections of society, to be able to meet individual needs and for each employee to feel respected and able to give their best. The role has the responsibility to ensure all duties and responsibilities are carried out in a manner which promotes FearFree Equality, Diversity, and Inclusion policy.

## Health & Safety

All individual employees are required to promote a health and safety culture within the workplace, observe all health and safety rules and procedures and attend training courses as required and where appropriate conduct risk assessments e.g. VDU, maternity, lone working, H&S audits, etc.

## Policies and Procedures

Responsibility for formulating, updating and monitoring relevant FearFree policies and procedures, updating manuals as and when required, ensuring that support staff have appropriate access to them and record sightings of updates.

All employees need to be aware of all FearFree Support Service’s policies and procedures and work within them at all times.

## Safeguarding / Disclosure and Barring Service

FearFree is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment and bring any concerns (whether in respect of service users or members of staff) to the attention of Safeguarding Leads immediately. This role will require an enhanced DBS check.

**Please note:** This job description is not exhaustive and serves as a guide to the duties and responsibilities of the role. You may be required to undertake other reasonable duties as and when required, in line with the needs of the organisation and the evolving nature of the role.

## Person Specification

Requirements		Essential (E) / Desirable (D)
<b>Education and qualifications</b>	Good standard of general education	E
	Higher level education or similar/ relevant professional qualifications	D
<b>Experience</b>	Practical experience of working in administration role	E
	Experience of working within a charity and Trustees	D
	Experience of working with client management systems.	D
	Experience of safeguarding children and vulnerable adults	D
	Experience of data protection and cyber security	D
<b>Knowledge</b>	Have a good understanding of domestic abuse, sexual violence and stalking including the impact on victims and their children	D
	Knowledge of Charity legislation and statutory responsibilities	D
	Understand relevant quality standards	D
	Understand the principles of risk assessment, safety planning and risk management.	E
	Understanding safeguarding issues, and the legal responsibilities surround these issues	E

	Understand and be committed to equal opportunities and diversity issues in policy and practice	E
	Have knowledge of office management and operations	D
<b>Skills and abilities</b>	Highly organised with ability to plan own workload, manage time effectively and deal with changing and competing demands	E
	Ability to think creatively and show initiative	E
	Excellent note taking and IT skills	E
	Ability to establish and maintain appropriate boundaries when working with people who may be experiencing personal crisis	E
	Ability to establish and maintain professional working relationships with people we support and other professionals	E
	Ability to communicate effectively with a range of professionals	E
	Excellent verbal and written communication skills, including report writing and presentation	E
	Ability to maintain effective administrative and monitoring systems	E
	Ability to work under pressure and also to be aware of own needs and take responsibility for self-care	E
	Ability to work in both a one to one setting and in a group setting	E
	<b>Attitude and presentation</b>	Reliable and trustworthy
Efficient and punctual		E
Non-judgmental		E
Willingness to critically assess own performance and reflect on own practice		E
Understanding of and commitment to equal opportunities		E
Strong team player – and ability to work both on your own and with others		E
Anti-Racist and promotes safe and inclusive workplace for all		E