



Service Delivery Administrator

Job Description

Responsible to: The Office Manager

Based: Gloucester

Hours per week: 15

Salary: £16,000 Pro Rata

Contract: Initial 6 months from start date

Pension: 6%

Annual leave: 25 days pro rata plus bank holidays

Other Information

- This post is restricted to female applicants only under Schedule 9, part 1, Equalities Act 2010
- Applicants will undergo an enhanced Disclosure and Barring Service (DBS) check
- The closing date for this role is the 29th March 2017

Equality Statement

We aim to meet all of our obligations under the Equality 2010 Act and welcome applications from women from all sections of society. We will make reasonable adjustments to the working environment as required.

Key Responsibilities

Service Support

1. To maintain effective systems for recording incoming and outgoing post
2. To act as a first point of contact for callers on the admin/office phone or in person, answering queries, signposting callers and taking messages for team members
3. To act as a first point of contact for callers (agencies and survivors) making a referral into the service and completing the referral paperwork
4. To manage room bookings for GRASAC and outside agencies making use of our building space
5. To ensure that internal template documentation is up to date and available for use
6. To undertake typing and photocopying as required, for example standardised client letters.
7. To assist with the planning and running of organisational events and campaigns
8. Support GRASAC in ensuring a high standard of service delivery
9. Initially to transfer sensitive data from one system to another

Monitoring and evaluation

1. To work with the staff team to ensure that all service activity is recorded, monitored
2. To input new referrals and activity data into our bespoke database

Organisational

1. To take part in all team meetings and internal events
2. To undertake sexual violence training as part of your induction
3. To undertake training to develop personal and professional skills

Person specification

1. Experience of providing administrative support to a team/organisation
2. Experience of record keeping
3. Experience of taking calls from the public and being the first point of contact within an organisation
4. Excellent customer service skills
5. Experience of developing and maintaining administrative systems
6. Knowledge and understanding about sexual violence and the ability to handle calls from distressed women and to remain calm, warm and professional.
7. Excellent skills in using all MS Office applications
8. Good literacy and able to write letters and to proof read and edit documents
9. Ability to work on own initiative, self-directed and as part of a team
10. Ability to work confidently and sensitively with members of the public
11. Experience of working with a database/performance management system including data inputting
12. Ability to plan and prioritise work and work to deadlines
13. Commitment to the goals of the organisation and knowledge of equal opportunities and anti-discriminatory practice
14. Some occasional work at weekends may be needed therefore flexibility is required