



Office Co-ordinator – Job Description

Hours: F/T - 35 hours per week

Salary: £22,462

Annual leave entitlement: 25 days per annum pro rata plus statutory Bank Holiday entitlement

Nature of contract: Initial 6 month contract with the strong intention to extend to permanent dependent on organisational circumstances and a successful probationary period

Responsible to: Senior HR & Financial Management on behalf of the Human Resources (HR) Sub Group of the Support After Rape and Sexual Violence (SARSVL) Board of Trustees

Location: Leeds City Centre (currently remote home working due to COVID 19)

Primary purpose of the role

To be the lead for office co-ordination and administration for all functions of the organisation, including managing referrals into our frontline services.

Main responsibilities

Frontline service co-ordination

- To be the first point of contact for individuals and external referrers contacting SARSVL, answering general enquiries and processing referrals;
- To complete and process all initial referral paperwork, including inputting client details into our data performance management system;
- To manage our waiting lists in conjunction with our other frontline staff, booking assessments as required and completing all related admin;
- To review and update waiting lists every 3 months;
- To undertake client related administration including sending letters/emails to clients, filing;
- To meet and greet clients.
- To support Counsellors and clients with any technical difficulties when trying to access online counselling;
- To provide occasional cover for the Rape Crisis England & Wales Live Chat helpline service (specialist training will be provided as necessary)



Business Co-ordination

- To manage the general enquires email account for SARSVL including responding, triaging and forwarding emails to the appropriate staff member, sub group, trustee or other individual(s) as appropriate;
- To co-ordinate the implementation, review and ongoing development of SARSVL's Business Plan, with support from and in liaison with all SARSVL staff, Trustees and volunteers;
- To take a lead on quality assurance for SARSVL, ensuring we continue to adhere to the Rape Crisis National Service Standards (RCNSS) and any other appropriate quality marks identified as agreed;
- To maintain an up-to-date record of SARSVL membership;
- To support the Senior HR & Financial management role, Treasurer and Freelance Finance support with any finance related administration (eg printing and checking of invoices and expense claims);
- To support the Senior HR & Financial management role with recruitment related administration as and when needed;
- To support the Senior HR & Financial management role with the management of all SARSVL contracts with freelancers and external suppliers, including bookkeeping, payroll, IT support, telecomms, PAT and fire safety equipment testing, equipment hire and insurances;
- To support the Senior HR & Financial management role and SARSVL's Trustees to write the Trustees' Annual Report to accompany SARSVL's annual accounts;
- To order stationery and other supplies as needed, liaise with the SARSVL landlords and their agents, and lead on facilities management, including maintaining the organisational inventory and organising and liaising with maintenance and cleaning contractors as necessary;
- To oversee all organisational policies and procedures and ensure they are reviewed, updated and approved with appropriate regularity and frequency;
- To hold responsibility for the timetable and papers for Board meetings, including: reminding individuals of what they need to submit and when; compiling the agenda; maintaining the chairing and minuting rota and providing support and guidance to chairs and minute-takers; circulating papers in a timely manner; photocopying papers for meetings; ensuring papers are appropriately disposed of after meetings (e.g. shredded or recycled according to sensitivity);

General

- To work in partnership with all at SARSVL to ensure the effective delivery of its business plan and the smooth running of SARSVL's operations and office, including handling post, answering the general office phone etc.;
- To uphold and adhere to SARSVL's organisational values and ethos;



- To take responsibility for your own basic admin (e.g. maintaining calendar, updating and submitting HR forms, filing, shredding, photocopying), and to take joint responsibility for maintaining SARSVL premises as a clean, tidy, safe and comfortable space for staff, volunteers, service users and visitors, including ensuring refreshments are kept topped up;
- To attend regular staff meetings, line management, appraisals and any other meetings as needed/invited;
- To have a commitment to ongoing continuous professional development through identifying and undertaking relevant training.

Expectations of a SARSVL employee

1. SARSVL employees have a broad knowledge and understanding of sexual violence against women and girls and of the wider political and economic context in which they are working.
2. SARSVL employees prioritise the good of the organisation, of the Rape Crisis movement as a whole and of women and girls who have experienced sexual violence, actively promoting SARSVL's values in all aspects of their work.
3. SARSVL employees are flexible and responsive to the changing needs of the organisation as it develops and grows.
4. SARSVL employees communicate openly and honestly. They are professional and approachable and make efforts to understand the viewpoints of others.
5. SARSVL employees actively seek out training and development opportunities to enable them to take on a range of roles and tasks.
6. SARSVL employees take responsibility for their own work and share responsibility for the work of the organisation as a whole. They are self-motivated and can self-manage, but at the same time are committed to working as an equal and valued member of a team.
7. SARSVL employees are enthusiastic about problem-solving. They understand that there will be tough times and problems but they are willing to find and be part of the solutions.