

# Office Co-ordinator Person Specification

**Key:** 'E' = essential; 'D' = desirable

## Experience

1. Experience of office management (E)
2. Experience of frontline work with service users in either a paid or voluntary basis (D)
3. Proven track record of effectively implementing strategic and operational plans (D)
4. Experience of implementing and reviewing organisational policies and procedures (D)
5. Experience of premises management (D)
6. Experience of working within specialist women's sexual violence or violence against women and girls services on a paid or unpaid basis (D)

## Knowledge

7. Understanding of and commitment to equality, diversity and anti-discriminatory practice (E)
8. Knowledge and understanding of additional barriers that women and girls from under-represented groups might face and, in particular, understanding of the needs of black and minoritised women and girls (E)
9. Knowledge and understanding of the Rape Crisis movement (D)
10. A thorough working knowledge of organisational policies and procedures, quality assurance and risk assessment (D)

## Skills & Attributes

11. Ability to communicate appropriately and with empathy to survivors of sexual violence and abuse who contact SARSVL for information or to self-refer (E)
12. Ability to maintain clear boundaries and confidential working practices (E)
13. Excellent communication and interpersonal skills (E)
14. Strong report-writing skills (E)
15. Excellent organisational skills (E)
16. Proficiency in use of Information & Communications Technology (ICT), including e-mail and databases (E)
17. Enthusiasm for working effectively as part of a diverse team, including volunteers and paid workers (E)
18. Ability and commitment to effective relationship-building and team-working (E)
19. Ability and commitment to taking a solution-focussed approach to work (E)
20. Ability to work under pressure, and on own initiative as required (E)
21. Commitment to the vision, mission, aims and values of SARSVL (E)
22. Commitment to a feminist understanding of sexual violence (E)
23. Willingness to take up relevant training and development opportunities (E)
24. Strong research skills (D)
25. Budgeting and financial skills (D)