



## **Office Co-ordinator Job Description**

**Hours:** 35 per week (full-time), including occasional evenings and very occasional weekend days as needed (e.g. for meetings, training etc.)

**Salary:** £28,282 plus 5% pension contribution (after 3 months' employment)

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

**Nature of contract:** Permanent (after successful 6-month probation period)

**Responsible to:** CEO

**Location:** Leeds City Centre

### **Primary purpose of the role**

To receive and co-ordinate referrals into our specialist services. To act as a main point of contact for the SARSVL office. To provide administrative support and co-ordination across all functions of the organisation.

### **Main responsibilities**

1. To be the first point of contact for people getting in touch with SARSVL via the office phone and email addresses, responding to general enquiries and passing others on to relevant colleagues as appropriate
2. To receive initial referrals into our Counselling and Independent Sexual Violence Advocacy (ISVA) services, process necessary paperwork and input appropriate data into our specialist Data Performance Management System (DPMS)
3. To support service leads with waiting list management, allocations and bookings, and logistics- and admin-related communication with service users as needed
4. To meet and greet service users and other visitors to the building
5. To book interpreters, taxis / transport for service users, and support and oversee other measures to maximise the accessibility of our services
6. To support colleagues, interpreters and service users with technical difficulties related to online appointments
7. To co-ordinate and maintain office health and safety measures e.g. PAT, First Aid
8. To provide administrative support to the Board of Trustees, including timetabling meetings, sending out reminders, circulating papers and taking minutes
9. To minute other meetings as needed and requested
10. To support the CEO, Finance Support Contractor, Operations Manager and/or Treasurer with finance-related admin e.g. uploading invoices received to the shared drive for processing
11. To support the Operations Manager and rest of the senior team with the



maintenance, development and implementation of robust administrative systems and processes

12. To support the Operations Manager and CEO with researching and procuring goods and services as needed e.g. IT, telecoms
13. To order stationery and other supplies as needed
14. To support the senior team and HR Sub Group with admin around staff and volunteer recruitment, training and rota management (e.g. helpline rota) as needed
15. To take on other relevant tasks from time to time by agreement

### **General responsibilities**

16. To manage own workload and admin
17. To adhere to all SARSVL policies and procedures
18. To contribute to the delivery and update of the SARSVL Business Plan and quality assurance processes (e.g. Rape Crisis Service Standards reaccreditation)
19. To attend monthly staff meetings, and other meetings from time to time by agreement
20. To participate fully in own line management and appraisal processes, and take up training and continuing professional development (CPD) opportunities
21. To model and promote intersectional feminism, anti-racism, anti-oppression, social justice and all SARSVL's values and aims in every area of work.

### **Expectations of a SARSVL employee**

- SARSVL employees have a broad knowledge and understanding of sexual violence and abuse and of the wider political and economic context in which they are working.
- SARSVL employees prioritise the good of the organisation, of the Rape Crisis movement as a whole, and of women, girls and others who have experienced sexual violence or abuse, actively promoting SARSVL's values in all aspects of their work.
- SARSVL employees are flexible and responsive to the changing needs of the organisation as it develops and grows.
- SARSVL employees communicate openly and honestly. They are professional and approachable and make efforts to understand the viewpoints of others.
- SARSVL employees actively seek out training and development opportunities to enable them to take on a range of roles and tasks.
- 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.
- 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.