



Office Co-ordinator Person Specification

We're looking for applicants who:

1. Have experience of office management and/or work that involved a high level of responsibility for admin processes / functions
2. Are extremely well-organised
3. Can manage competing demands on their time, prioritise effectively, and be flexible in their work when the unexpected happens
4. Are really good at communicating, including over the phone and in writing, and can adapt the way they communicate for different situations and in response to people's different needs
5. Understand the importance of confidentiality and know how to handle people's personal information appropriately
6. Know how to maintain professional boundaries
7. Bring empathy and patience to their work and don't judge others
8. Enjoy working as part of a busy, diverse team
9. Take a constructive approach to work and enjoy finding solutions to problems
10. Are comfortable and efficient with relevant IT systems, including databases and all the main Microsoft Office programs
11. Are committed to intersectional feminism, anti-racism, equity and social justice, and feel like their own values are a good match for SARSVL's
12. Can motivate themselves and enjoy taking up opportunities for training and development
13. Are committed to self-care, and collective care with their colleagues

Our ideal candidate would also:

14. Understand something about the impacts of trauma and how it might affect the way someone behaves or communicates
15. Understand the extra barriers that people who are marginalised and minoritised by society can face when accessing services, and be committed to helping break these barriers down
16. Know something about sexual violence and abuse, including how it can relate to gender inequality and other forms of inequality, oppression and injustice



17. Have experience of working or volunteering at a small or medium-sized charity / voluntary sector organisation
18. Have experience of providing emotional and/or practical support to people over the phone e.g. on a helpline
19. Understand safeguarding and how it relates to SARSVL's work
20. Understand the basics of health and safety.