Ending All Forms of Violence Against Sex Workers

Casework Administrator

National Ugly Mugs (NUM)

Job Title: Casework Administrator

Salary: £27,000 (pro rata £21,600)

Contract/Hours: Permanent contract. 4 days per week / 0.8 FTE. The normal working week is 30 hours.

The role will typically operate during standard working hours, with flexibility required to work occasional evenings and weekends in line with service demand. This may include events or responding to emerging needs. Working patterns will be agreed in advance and supported through flexible scheduling.

Annual Leave: FTE annual leave entitlement is 23 days pro rata plus public and bank holidays.

Pension: Pension contributions of 5% per month will be paid by NUM and 3% per month will be deducted from salary.

About NUM:

National Ugly Mugs (NUM) is a UK-wide charity which delivers a holistic safety, wellbeing and economic support model for sex workers, combining digital harm prevention, specialist casework, mental health support and pathways to economic stability. Activities are delivered UK-wide via a digital platform, remote services, and in-person hubs. We run a wellbeing drop-in service in Glasgow and other in-person services and events in Manchester and London. We have developed Vocational Support Services for those exploring careers both in and outside of sex industries and we run a Racial Justice project and Youth Justice project that makes visible the lived experiences of harm among racialised and young (18-25) sex workers towards systems change.

NUM values those with lived experience in sex industries and work with them to shape services and responses, conduct research, develop education packages, and participate in policy advocacy to change the conditions that lead to survival sex work, gain rights and recognition, and improve the safety of UK-based sex workers.

NUM is run by our CEO and governance is provided by a Board of Trustees.

Base & logistics for the post:

NUM delivers its services UK-wide through a combination of digital resources, remote services and in-person hubs. Staff work on a hybrid basis, with the balance of home and location-based working depending on organisation needs. This role is primarily remote, with occasional travel possible for meetings, events, and outreach. If you are based in one of our hubs, Glasgow, Manchester or London then this is desirable.

Background:

The casework team is at the heart of NUM. We provide vital support from assistance through the criminal justice journey to essential emergency financial support. We are looking for a Casework Administrator to support our casework team. If you are driven, have a keen eye for detail, can effectively work with others in a demanding and emotive area of work with the ability to support people in an empathetic and trauma informed way then this could be the role for you.

This role will specifically focus on assisting the Casework Team Lead with the running of the casework team. The work involves utilising and monitoring our digital platform, CMS maintaining and monitoring the documentation of cases and coordinating responses to ensure sex workers receive the high standard of support they deserve, to prevent and recover from violence as well as seek justice and recourse.

Day-to-day tasks include but are not limited to the following:

- Triage reports that come through to the Casework Team, and monitor the Casework inbox.
- Review and process reports submitted to National Ugly Mugs (NUM) about incidents and crime and other harms committed against sex workers;
- Produce NUM alerts from reports to disseminate to members in the form of NUM alerts;
- Process NUM memberships;
- Operate the freephone and live chat function of the NUM website as and when required;
- Provide signposting information to NUM members about appropriate support services relevant to their needs;
- Provide intelligence into police systems where consent has been obtained;
- Help to maintain strong national partnerships with existing support services;
- Maintain and update contact databases for police and support services throughout the UK;
- Maintain and update NUM's monitoring databases;
- Provide support to the NUM Victim Support Caseworkers.

Main purpose of the role

- Develop and maintain effective monitoring systems and support procedures;
- Work as part of the Casework Team to provide reports and data to the Casework Team Lead to further the objectives of the charity.
- Update Casework team reporting statistics for NUM advocacy, education, and service development.
- Maintain and update key contacts in support services and police forces throughout the UK establishing key referral pathways and partnerships;
- Provide non-judgmental support to sex workers irrespective of their identity, personal circumstances and experience of sex work;
- Support the Casework Team and provide cover where necessary to ensure the continuous running of NUM services;
- Promote NUM to member projects, non-member projects, other agencies, sex worker led organisations and online forums;
- Promote a collaborative approach to delivering NUM, where possible and appropriate, involving member projects, sex worker organisations and online forums;
- Undertake other duties, assigned by the senior staff, which reasonably fall within the scope of the post.

PERSON SPECIFICATION

Essential Skills and Experience

- Excellent administrative and organisation skills;
- Demonstrable experience in triaging and risk assessing member needs to enable prioritisation of work to victim support caseworkers;
- Experience of engaging with individuals who may have experienced traumatic events;
- Willingness to and/or experience in delivering advice, information, emotional and practical support and advocacy in partnership with health, wellbeing and criminal legal outcomes;
- Ability to provide support and engage via digital through, phone, text, social media and email, etc.;
- Strong empathic and active listening skills;
- An understanding of Equal Opportunities, the diversity of sex work and the impact of criminalisation, stigma, and marginalisation on sex workers;
- Strong interpersonal skills and an ability to work with multiple partners to promote safety and

support for sex workers;
- An effective communicator with the ability to deliver guidance, advice and support to a diverse range of stakeholders to promote best practice in relation to supporting sex workers when they're victims of crime;
- Prepared to undertake continued professional development;
- Experience with computer systems and the ability to efficiently work with multiple platforms to manage data and conform to legal regulations such as the Data Protection Act and GDPR.

Desirable Skills and Experience

- Experience of the sex work community.
- Ability in languages other than English is beneficial but not required.

If you are passionate about NUM's mission to 'end all forms of violence against sex workers' we would love for you to hear from you!

HOW TO APPLY

Applications close on 30th October 2026 at 11:30pm BST. We encourage applicants to apply before the deadline as interviews may be held on a rolling basis. You can apply via Charity Jobs or by sending an email to admin[at]nationaluglymugs[dot]org with your name and 'Casework Administrator' in the subject line.

Please include a CV (max 3 pages) and a letter (max 2 pages) describing your suitability for the role. The letter should address the points in the 'Skills and Experience' section of this posting. Applications without a cover letter cannot be considered.

NUM is a diverse team committed to inclusion and equal opportunities in the workplace, and we actively encourage applicants of all different ages, genders, social and economic backgrounds, ethnicities, religions and sexual orientations, and from people with disabilities. If you have any access requirements related to applying, please contact admin[at]nationaluglymugs[dot]org

We understand that everyone's experience is different and encourage applications from those who may not meet all of the person specifications. If you're passionate about equality, economic empowerment, and ending violence against sex workers, we want to hear from you.

We will let you know by November 2nd if you have been selected for an interview. Please note that due to the high number of applications expected for this role if you do not hear back from NUM by November 3rd unfortunately your application has not been successful. We are not able to provide feedback on your application at the application stage.