



## Support Line Delivery Officer – Candidate Pack August 2024

### Welcome

Thank you for your interest in joining Rape Crisis England & Wales.

We are a feminist membership organisation for 39 specialist Rape Crisis centres across England & Wales. Together with our trustees and members, we aim to educate, campaign and use our collective voice to end sexual violence and improve services for survivors.

We also run the 24/7 Rape and Sexual Abuse Support Line, a national helpline service, in partnership with some of our member centres.

We're recruiting for a Delivery Officer to join Our 24/7 Support Line team for 6 months. We're looking for an organised and methodical individual with an interest in supporting us to deliver the best possible service for survivors of sexual violence. You'll gain valuable experience working on a high-profile national helpline service within a leading national charity and will see a tangible impact of your work.

We're a passionate, principled and hard-working team, so it's important to us that your values align with ours. These are:

- Intersectional feminism
- Empowerment
- Solidarity
- Survivor-focus
- Being bold and brave
- Empathy, love and trust

In line with these values, we offer a generous package of support for our staff including wellbeing hours and clinical supervision, and encourage flexible working.

We warmly welcome applications from candidates from diverse backgrounds. If you would like an informal conversation with me about the role, please email [recruitment@rapecrisis.org.uk](mailto:recruitment@rapecrisis.org.uk) to arrange this.

**Adele Arnett**

Quality, Practice and Safeguarding Lead

**Rape Crisis England & Wales**

Charitable Incorporated Organisation (CIO) | Charity number: 1155140

Suite E7.2, Josephs Well, Hanover Walk, Leeds, LS3 1AB  
[rapecrisis.org.uk](http://rapecrisis.org.uk) | [rcewinfo@rapecrisis.org.uk](mailto:rcewinfo@rapecrisis.org.uk)

## Job Description: Support Line Delivery Officer

Hours:	37 hours per week (full time) Part time may be considered (minimum 0.8FTE)
Salary:	£28,750 - £33,500 per annum (pro rata), plus 6% pension contribution
Annual leave entitlement:	25 days per annum (increasing up to 30 with length of service) plus statutory Bank Holidays (pro rata)
Nature of contract:	Fixed term to 31 <sup>st</sup> March 2025
Reports to:	Quality, Practice and Safeguarding Lead
Location:	Flexible (homeworking), with occasional travel to London, and elsewhere in the UK, by arrangement

### Key responsibilities

Rape Crisis England & Wales is the feminist charity working to end sexual violence and abuse across England and Wales, and is responsible for leading on the 24/7 Rape and Sexual Abuse Support Line, a telephone and webchat support service covering England and Wales. This role is focussed on supporting the smooth running of the 24/7 Support Line and ensuring we are delivering the best possible service for survivors of sexual violence.

#### Main responsibilities

- Work alongside colleagues on the monitoring and management of day-to-day service delivery issues and queries including safeguarding logs, subject access requests, frequent users and complaints/feedback.
- Contribute to the development of policies, processes and guidance for the 24/7 Support Line, with responsibility for maintaining the review schedule.
- Review weekly delivery heatmap for concerns or issues, and investigate possible reasons using a range of internal systems. Work with QP&S Lead to discuss queries with delivery partners.
- Attend and contribute to operational and partnership meetings with the QP&S Lead and HoD, taking minutes and actions as required.
- Support the Service IT Lead to manage Support Line digital systems and users, for example:
  - Setting up new accounts and assisting with set up issues.

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- Managing the log of Support Line staff and volunteers, adding and archiving users as needed.
- Responding to issues raised by users and working with the Service IT Lead and other Delivery team colleagues to resolve ongoing issues and concerns.
- Work with colleagues to manage RCEW's incoming communication via email, letter and telephone.
- Arrange meetings, travel and accommodation as required, with internal colleagues, partners and other stakeholders.
- Support the Delivery team to report against project progress.
- Any other duties to support smooth service delivery, as required.

#### General responsibilities:

We ask all RCEW employees to:

- Adhere and contribute to the promotion and further cultivation of RCEW's values, ethos, aims and objectives in all aspects of their work.
- Attend and participate in individual supervision, staff meetings and training / continuing professional development opportunities as appropriate and required.
- Comply with all RCEW policies and procedures.
- Have a willingness and ability to work flexibly, including on weekends and outside ordinary office hours from time to time, in order to accommodate the needs of the organisation.

**NB:** *This list is indicative only, not exhaustive. It is intended to reflect a range of duties the post holder will be expected to perform but additional duties commensurate with the role may be required. The job description will be reviewed from time to time and may change in light of experience and changing circumstances, in consultation with the post-holder.*

## Person specification

	Essential	Desirable
<b>Knowledge, skills and experience</b>		
Experience of administrative work	X	
Experience of using a wide range of IT systems (including Microsoft Office applications), with the ability to learn new systems quickly	X	
Understanding of sexual violence and its impact on victims and survivors	X	
Good interpersonal skills and ability to work well with others to achieve shared goals	X	
Excellent attention to detail	X	
Ability to analyse data and information to spot and escalate issues	X	
Methodical and well-organised approach to work	X	
Resilience and ability to use self-care strategies to manage risk of vicarious trauma	X	
Experience of working in a service delivery environment, ideally with helplines or other emotional support services		X
Experience of working within the not-for-profit sector, ideally within specialist sexual violence or violence against women and girls' services (on a paid or unpaid basis)		X
<b>Personal attributes</b>		
Commitment to the vision, mission, aims and values of RCEW	X	
Commitment to, and evidence of, continued personal and professional development; willingness to take up relevant training and development opportunities	X	
Flexible, pragmatic and solution-focused	X	
<b>Other requirements</b>		
An up to date DBS Certificate or willingness to complete a DBS check	X	

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## How to apply

Please complete the application form, including a supporting statement of up to 2 pages that sets out how you meet each of the criteria in the person specification above. Please address each point in turn, giving examples from your previous experience to show us how you meet the knowledge, skills, experience and personal attributes criteria listed.

We would be grateful if you would also complete the Equality and Diversity monitoring form. This form is for monitoring purposes only and is not treated as part of your application.

Please send your completed application and monitoring forms to [recruitment@rapecrisis.org.uk](mailto:recruitment@rapecrisis.org.uk)

### Key dates:

- Closing date for applications: Monday 2<sup>nd</sup> September 12pm
- Interviews: Monday 9<sup>th</sup> September

### Informal conversations

An informal conversation with the Quality, Practice and Safeguarding Lead, prior to application, can be organised by contacting: [recruitment@rapecrisis.org.uk](mailto:recruitment@rapecrisis.org.uk).

All other contact regarding your applications should be made to: [recruitment@rapecrisis.org.uk](mailto:recruitment@rapecrisis.org.uk)

If you have not heard from us by 6th September 2024, please assume you have not been successful.

Please note: we will not respond to unsolicited approaches by recruitment agencies via this email address.

Thank you for your interest in Rape Crisis England & Wales – and good luck!

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