



## Job Description

<b>Title:</b>	<b>Administrator</b>
<b>Contract:</b>	<b>37.5 hours per week</b>
<b>Accountable to:</b>	<b>Head of Operations</b>
<b>Notice Period:</b>	<b>1 Month</b>
<b>Salary Scale:</b>	<b>£24,785 FTE per annum 27 days, plus bank holidays, leave per annum</b>

### Background

SV2 is a company Limited by Guarantee which is registered with the Charity Commission (Registered Number 1077863).

The registered aims of the Charity are:

- to help relieve the suffering and distress of persons who have been raped or sexually abused; and
- to advance the education of the public in the subject of rape and sexual abuse and their effects.

The registered activities are:

- to help relieve the suffering and distress of persons who have been raped or sexually abused.
- to advance the education of the public in the subject of rape and sexual abuse and their effects.

### Purpose of the Job

To provide high quality administrative duties to the SV2 team, across all services and ensure the proper flow of office procedures. The administrator should maintain a positive and friendly company image by acting as the first line of contact to visitors, clients, and stakeholders in person, online, and via telephone. The Administrator will be responsible for answering the phone line, taking of referrals and signposting ensuring appropriate notes are made on the Organisation's secure database.

## **Accountability**

The Administrator(s) are line managed by the Head of Operations.

## **Main Duties and Responsibilities**

### 1. General

- Managing correspondence by answering the phone line, managing emails and sorting post
- Input referrals on the Organisation's secure database which requires a high level of attention to detail
- Allocate clients to relevant staff including sub-contractors as directed
- Assist in planning and arranging events, including organising catering when required
- Assist in arranging meetings by booking rooms, printing required paperwork and organising refreshments
- Manage the reception area and look after visitors
- Answer phone calls and transfer them as necessary
- Draft, format and print relevant documents as required
- Maintain stock lists and order office supplies as needed
- Create agendas and take meeting notes in a variety of meetings
- Assist in purchase orders and invoicing
- Communicate with relevant staff to make and confirm travel arrangements
- Manage outgoing post and record data on special deliveries
- Photocopy and file appropriate documents as needed
- Report and follow up on maintenance issues
- Support recruitment processes as required
- Work within the required time frame to ensure all referrals are processed efficiently and effectively
- Produce reports and data in line with funder and contractor requirements, and the General Data Protection Regulations, using agreed frameworks as specified by the management team. This will include data collection and analysis
- Be the point of contact for room bookings ensuring that room bookings are recorded correctly
- Record staff absence and email/contact appropriate managers, clients, etc
- Undertake a fire warden role and uphold health and safety within the organisation and ensure regular checks of health and safety equipment or systems takes place
- Undertake First Aider role, training will be provided
- Participate in service promotion
- Be aware of, and work within, SV2's Safeguarding policies and procedures
- Be aware of, and work within, SV2's Confidentiality policies and procedures

### 2. Planning and Development

- Develop positive relationships with partners such as the police and other providers to ensure a smooth referral pathway
- Develop and maintain knowledge and skills relevant to this area of work which meet the needs of the Organisation
- Monitor, maintain, plan and prioritise own workload whilst working under pressure

### 3. Communication and Public Relations

- Raise awareness of services in line with SV2's Communications Strategy
- Ensure communication between agencies is effective
- Represent the service in a professional manner
- Support recruitment processes as required
- Support internal and external communications (e.g. update website, social media and any newsletters, etc.) to ensure accessibility and brand compliance

### 4. Other duties

- Work within SV2's Health & Safety Policy and take responsibility for personal Health & Safety
- Undertake training and attend regular line management, appraisals, clinical group supervision, management meetings and team meetings, as required
- The post holder is expected to carry out all such additional duties as are commensurate with the role



	<p>Experience of liaising with professionals from a variety of organisations (D)</p> <p>Experience of working with excel data collection and data analysing (D)</p> <p>Familiarity with the issues confronting people who have experienced sexual violence (D)</p>	<p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p>
Knowledge & Skills	<p>Able to communicate in a concise and professional manner with a range of people at various levels, both internal and external to the organisation (E)</p> <p>Knowledge of relevant legislation specifically data protection and safeguarding (D)</p> <p>Ability to demonstrate a methodical, organised and flexible approach to work (E)</p> <p>Effective listening, verbal and written communication skills including delivery of relevant training to other staff (E)</p> <p>Computer literate with a working knowledge of Microsoft Office package (E)</p> <p>Competent multi-tasking skills (E)</p> <p>Ability to work under pressure with conflicting demands (E)</p> <p>Ability to plan, organise and prioritise workload to meet deadlines. (E)</p>	<p>Application/Interview</p> <p>Application/Interview</p> <p>Application/ Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p>
Other	<p>Must hold a valid driving licence and have access to a reliable transport which will need to be insured for business use (E)</p> <p>This post is subject to an Enhanced DBS check (E)</p> <p>The Post Holder will be required to carry a work mobile phone during working hours</p>	<p>Application</p> <p>Interview</p> <p>Application</p>