

Our Story and Who We Are

Kairos Women Working Together (Kairos) was founded in 1999 by a group of women in Coventry who recognised that those facing multiple disadvantages and therefore most at risk of sexual exploitation were falling through the cracks of existing services. From grassroots beginnings, Kairos has grown into a respected, specialist women's organisation rooted in the community it serves.

The name Kairos comes from an ancient Greek word meaning "the right, critical, or opportune moment for action." For us, it symbolises the belief that change becomes possible when the right spaces, relationships, and support come together. That belief is woven through everything we do: from evening street outreach to the safe spaces of our women-only drop-ins, from crisis support to long-term leadership development.

Over the past 27 years of operation, Kairos has supported women who first came to us in crisis and have gone on to achieve the goals they've set for themselves; raising their self-belief, healing from trauma and improving mental wellbeing, settling into stable housing, addressing drugs or alcohol use, escaping abusive or violent partners, regaining or keeping children in their care, exiting prostitution, entering education, training, or employment, becoming independent and self-reliant, and thriving.

Some have become peer champions, volunteers, and staff. Members of our current senior leadership team accessed Kairos in the past. All these women's journeys embody our ethos: women working together, creating change for themselves and for others.

Today, Kairos stands not only as a women's centre, but a place of safety, belonging, and transformation.

Our Vision, Mission and Values

Vision:

A world where every woman matters and all live fulfilled lives free from men's violence, abuse, and sexual exploitation.

Mission:

To walk alongside women facing intersecting forms of disadvantage who have multiple unmet needs and are therefore subjected to or at risk of sexual exploitation. Through the provision of emotional and practical support and individual and systems level advocacy, we increase options and opportunities and empower them to create positive change in their lives, their families, and their communities.

Values:

All trustees, staff, and volunteers are guided by our core values of:

- **Hope**- A radical, persistent belief that change is always possible
- **Compassion**- All women have the right to be respected and treated fairly. We act with humanity, listening with curiosity to come to an understanding of what is causing them difficulties or distress. We value them as unique individuals, provide comfort and care, and empathically seek to understand their priorities, needs, abilities, and aspirations.

- **Empowerment-** We recognise that the women we support have a right to self-determination. Rather than 'rescue', we support women to develop self-belief and establish a sense of choice, control, and agency within their lives. We do not treat women as passive recipients of help, and we maintain strong professional boundaries to ensure we facilitate independence.
- **Solidarity-** We stand shoulder to shoulder with women, never as saviours but as allies, equals, and advocates. We are women working together.
- **Voice-** Women's voices, especially those with lived experience, shape and lead our services and governance.
- **Justice-** The women we support face significant injustice in their lives. As advocates, we ensure their voices are amplified and rights are upheld. We refuse to accept VAWG and other forms of women's inequality and marginalisation as inevitable, challenging the structures and systems that sustain them.

Our Position

We hold a clear and unapologetic stance: prostitution and the wider sex industry are forms of sexual exploitation and male violence against women and girls. This view is grounded in nearly three decades of frontline experience and in the consistent testimony of the women we support. As a feminist organisation, our work is rooted in an analysis of power, inequality and male violence. We understand women's involvement in prostitution within the wider context of poverty, abuse, coercion, homelessness, addiction, migration status and systemic failure. Our role is not to judge or rescue, but to stand alongside women, reduce harm, and create routes out where desired. As a women-only service under the Equality Act 2010, we provide safe, trauma-informed support free from male presence.

The Need and Who We Support

Women in Coventry experience intersecting disadvantage: trauma, poverty, racism, criminalisation, and men's violence. Many have experienced repeated abuse, spent time in care, struggled with substance use as a means of coping, or lost custody of their children. Systemic failures often leave them falling through the cracks.

Who We Support:

We walk with women facing intersecting disadvantages who have multiple, unmet needs and are therefore subject to or at risk of sexual exploitation, including, but not limited to:

- Pregnant women and mothers facing compounded risk.
- Young women (16+) subject or vulnerable to exploitation.
- Women in prostitution/the wider sex industry (which we recognise as sexual exploitation).
- Women who have exited the sex industry but still face ongoing risks.
- Homeless and insecurely housed women.
- Women in contact with the criminal justice system.

These women are often excluded by mainstream services or asked to fit single-issue boxes that don't reflect reality. At Kairos, women are welcomed as whole people.

The Kairos Approach:

At Kairos, how we work is just as important as what we do. Women's lives are shaped by trauma, disadvantage, and systemic neglect. Many services offer short-term fixes or rigid programmes. Kairos is different: we combine immediate crisis response with open-ended support that adapts to women's changing needs. We meet women where they are, without judgement, and walk alongside them for as long as it takes.

The Kairos Approach is:

- **Trauma-Informed**- We consider the impact of trauma in our interactions with women and each other, and in the design of our environment, approach, and services. We challenge the way in which women are blamed and often pathologised for their trauma, whilst we remain focused on women's strengths and are non-victim blaming. Women's wellbeing is of critical importance to us.
- **Women Centred and Women-Only**- We are led by the women we support, and their voices are centred in all we do. Having been subjected to men's violence and impacted by trauma, they tell us that the presence of males could act as a significant barrier to their engagement, therefore we are a women-only service and provide women-only spaces, in line with the Equality Act 2010.
- **Relational**- Taking time to build trusting relationships with women is key to building trust and optimising opportunities for empowerment. Our informal style involves patience, persistence, and flexibility. Our support offer is open-ended. We uphold high levels of confidentiality and work hard to deliver what we say we will.
- **Holistic**- We recognise how multiple challenges and unmet needs such as housing, health, justice, and family life intersect, and we adapt our support to meet women where they are. Every woman is treated as a unique individual, with specific needs and ambitions. Support wrap around each woman to enable them to address multiple issues in their lives, not just focus on one single-issue area, because their lives cannot be categorised into boxes.
- **Creative, Innovative and Reflective**- We are open to trying new ideas and approaches, learning from and evolving in response to women's needs. We actively engage in reflective practice, intentionally taking time to consider how our values, biases, thoughts, feelings, and beliefs influence the decisions we make in the course of our work.

What We Deliver:

From our Women's Hub and in the community, we provide specialist women-only support that journeys with women through complex and often non-linear paths, offering support that honours their experiences and empowers them to define their own futures.

Our support offer includes:

- **Street Outreach**- reaching the most marginalised women in hidden and unsafe spaces, building first connections, providing crisis support and harm reduction.
- **Women-Only Drop-Ins**- safe, trauma-informed spaces offering essentials, community, and access to partner services.
- **One-to-One Support & Advocacy**- long-term, relational support, and help navigating housing, health, justice, and safeguarding systems.
- **Blossoms**- supporting pregnant women and mothers, ensuring safety, reducing family separation, and addressing cycles of intergenerational trauma.
- **Feeling Safe**- supporting young women aged 16+ subject and vulnerable to exploitation, especially those leaving care.
- **Aspire**- specialist support and exit pathways for women and those involved in prostitution/the wider sex industry, which we name as sexual exploitation.
- **Housing Support**- advocacy and pathways to safe, stable homes.
- **Women's Justice Service**- prison in-reach and community-based alternatives to criminalisation, reducing reoffending and supporting recovery.
- **Peer Support & Leadership**- empowering women to share their experiences, mentor others, and take on roles as volunteers, staff, and trustees.
- **Therapeutic & Enrichment Activities**- spaces for healing, creativity, skills, and joy.

What makes Kairos distinctive is not just the range of services, but how they connect. A woman may meet us through outreach, find safety in our drop-in, receive long-term advocacy, and later become a peer mentor or staff member. Kairos is not simply a service provider — it is a community where women move from surviving, to thriving, to leading.

Our Impact:

Put simply, we empower women to change their lives. Women typically start with us when they are in crisis and find it difficult to envision life beyond their day to day (or perhaps even hour to hour) existence in 'survival mode'. It takes time to build trust, and it is understandable that women typically cycle in and out of crisis several times at the beginning of and at times throughout their journey. Maintaining any period of "stability" is a big achievement in itself. This is often the opportune time for women to experience hope about their future and to set some longer-term goals for themselves.

Women report that with our support, they feel safer and have developed greater self-belief. They're more able to cope. Their family and intimate relationships have improved. Financial circumstances are better, and they are maintaining stable accommodation. Women tell us our support made all the difference in them addressing their substance use, being able to exit prostitution, or being able to keep their children in their care. Ultimately, we help women build fulfilled lives, free from violence, abuse, and sexual exploitation.

Kairos' impact is felt by women, families, communities, and systems.

- **For women:** we create safety, belonging, hope, self-belief, and opportunity.
- **For families:** we support mothers to reconnect or stay connected with children and break intergenerational cycles of trauma.

- **For communities:** reduction and prevention of crimes, including abuse and exploitation, strengthening social cohesion and supporting women to become active in their own communities.
- **For systems:** we save money and improve effectiveness by preventing crisis and bridging gaps.

In 2025, we supported over 300 women:

- **Safety:** 69% reported feeling safer.
- **Self-Esteem & Wellbeing:** 71% reported increased confidence and wellbeing.
- **Housing:** 79% experienced improvements in their housing situation.
- **Home Management:** 66% reported better ability to look after their home.
- **Community Connection:** 67% felt more part of their community.
- **Legal Issues:** 73% reported improvements in legal matters.
- **Health:** 67% noted improvements in their health.
- **Parenting & Family Relationships:** 73% reported improved relationships
- **Financial Stability:** 75% reported progress with money and financial issues.
- **Reducing Risk of Offending:** 63% reported taking steps toward living an offending-free life.

Beyond individuals, Kairos contributes to systems change. We train professionals, inform policy, advocate for rights, and challenge injustice. We demonstrate the social value of women-only, specialist support: fewer crises, stronger families, safer communities, and reduced demand on overstretched services.

Hub Operations & Admin Assistant Job Description

Overview of Role

Job Title: Hub Operations & Administration Assistant

Post Salary: £25,878 per annum pro rata hours worked

Working hours: 22.5 hours per week

Reporting to: Support & Services Lead

Contract: Permanent

Location: Kairos Women's Hub, Old Grammar School, 31 Silver Street, Coventry, CV1 1HP..

*Due to the nature of our work, this post is restricted to female applicants only under Section 9 of the Equality Act 2010. An enhanced DBS (Disclosure Barring Service) disclosure will be required for this role.

Overview of Post

The Operations & Administration Support role is a vital part-time position responsible for the seamless operational flow of Kairos. Key duties encompass a broad range of administrative functions, from managing the main email inbox and creating visual content to accurate data entry and essential record-keeping. The role provides front-of-house support, welcoming women and visitors attending our Women's Hub and ensuring its smooth running through monitoring and ordering essential supplies and liaising with CV Life regarding building maintenance and cleaning services. The role requires an organised, empathetic, and proficient administrator capable of supporting front line staff and the Senior Leadership Team.

Main Responsibilities

Digital & Communications

- Manage the admin email inbox, responding to all queries promptly and forwarding communications to relevant staff members as appropriate
- Open, scan, and distribute post to appropriate recipients
- Use online graphic design tools to create visual content such as posters, signs and information sheets for use in the Women's Hub and on social media.
- Assist the Senior Leadership Team in website updates and social media content.

Reception

- Welcome women arriving at the Women's Hub with empathy and professionalism, responding with particular sensitivity to any who may be distressed
- Use knowledge of local services, advocacy, and rights to direct women to appropriate support, so ensuring no one leaves without assistance or alternative referral options
- Welcome visitors and external partners attending meetings, assisting in preparation of refreshments as required
- Assist the Support & Services Lead in ordering bus passes

Compliance & Governance

- Assist the Support & Services Lead in maintaining safeguarding records and procedures, entering and updating concerns on the log.
- Assist colleagues in maintaining an accurate record of women attending groups and services, entering individual service user details onto the database.
- Maintain and circulate a quarterly policy review schedule to the Senior Leadership Team.
- Coordinate policy update processes and distribution

Financial & Procurement Management

- Administer procurement processes for office supplies and equipment
- Assist the Finance & Impact Lead during contract reviews and negotiations, e.g. by researching best value and actively requesting charity discounts from suppliers
- Assist Finance & Impact Lead in reviewing service contracts for energy, phone, internet, and insurance

Facilities & Building Management

- Assist the team in ensuring the Women's Hub and courtyard is clean, tidy and free of rubbish, ready to welcome women and visitors.
- Manage and monitor waste collection schedules (general waste, recycling, food waste) and coordinate sanitary bin and confidential waste collections
- Maintain stock levels of essential supplies (e.g. toilet rolls, paper towels, soap, health and safety products)
- Liaise with CV Life regarding building maintenance and repairs, and with cleaning services
- Arrange annual PAT testing of all electrical equipment
- Assist the designated Health & Safety Officer in
 - conducting periodic checks of the security alarm systems and access procedures
 - identifying and resolving health and safety issues, maintaining accurate incident logs

Relationship Management

- Maintain positive relationships with key service providers
- Support SLT, front line team and volunteers with operational queries, liaising with contractors as required.
- Keep stakeholders informed of relevant developments and maintain regular communication

HR Administration Support

- Conduct annual driving license checks for staff who drive for work
- Verify MOT and tax status for vehicles used for work purposes
- Provide administrative support to the Volunteering & Community Engagement Lead and Support & Services Lead during recruitment.

Health and Safety

- Assist the designated Health and Safety Officer in conducting and recording risk assessments and monitoring their implementation
- Record workplace accidents
- Maintain supplies of condoms and pregnancy tests, liaising with Public Health

IT & Equipment Management

- Manage inventory of laptops and mobile phones, and assist the Support & Services Lead by logging and monitoring SIM cards.
- Liaise with IT service provider for equipment procurement and technical support
- Coordinate laptop setup and configuration for new staff
- Assist Finance & Impact Lead in procuring replacement devices as needed, seeking best value options
- Manage and review mobile phone contracts
- Maintain accurate records of equipment allocation and contract expiry date

General

- Use a women-centred, trauma-informed, reflective approach and be aware of biases.
- Undertake all work in accordance with Kairos WWT vision, mission, values, policies and procedures.
- Undertake all work with a view to continuous improvement in service quality and outcomes for service users, with due regard to the public image of the organisation.
- Work flexibly, including some evenings and occasional weekends.
- Cover other posts/responsibilities during staff absences as necessary. Provide 'office cover' and crisis support to service users as required.
- Participate in research projects.
- Contribute to the planning and delivery of organisational events.
- Maintain a very high threshold of professional confidentiality and strong professional boundaries.
- Take an active role in managing personal wellbeing.
- Respond appropriately to safeguarding related disclosures and to any professional safeguarding concerns, in line with Kairos WWT Safeguarding policies, processes and current legislation.
- Work collaboratively and respectfully with the wider Kairos WWT team, partners and stakeholders.
- Manage competing priorities, utilising good time management.
- Ensure all information recorded is accurate and up-to-date, in line with best practice, Kairos WWT policy and in compliance with data protection regulations.
- Carry out administrative tasks necessary to fill the role.
- Attend meetings, team away days, conferences, training and fundraising events as required.
- Support the promotion of Kairos WWT.
- Attend and actively participate in regular support and supervision sessions.
- Follow Kairos WWT financial policies and provide financial information as required.
- Support across all Kairos WWT services, as needed.

The above duties and responsibilities cannot totally encompass or define all of the tasks that may be required of the post holder. Duties may therefore vary, without materially changing either the character or level of responsibilities.

Person Specification

Experience

- Previous experience in office administration
- Proficiency in IT: Strong skills in Microsoft Office (Word, Excel) and experience using databases or CRM software
- Familiarity with online graphic design tools e.g. Canva

Knowledge & Skills

- Organisation & attention to detail: Excellent time management and accuracy in data entry
- Communication: Strong written and verbal communication skills
- Client facing skills including empathy and sensitivity
- Efficiency: Ability to manage multiple tasks simultaneously
- Understanding of GDPR regulations

Values & Behaviours

- Self motivated and a strong problem solver.
- Collaborative team player
- High integrity and a continuous improvement mindset.
- Commitment to Kairos's values and ethos.

Other

- Willingness to work flexibly.
- Unrestricted right to work in the UK

How to apply

Please send your CV and covering letter setting out how you meet the requirements for the role via our vacancy listing on www.CharityJob.co.uk

CLOSING DATE: Wednesday 25th March at 5pm

If you have any queries, please contact emma@kairoswwt.org.uk