

## JOB DESCRIPTION:

# Training and Admin Officer

**Reports to:** Evaluation & Learning Manager

**Location:** Remote (UK based) / Bristol / London

**Salary:** £29,450 (Grade 3) per year (plus Inner London Weighting of £3,483.94, if eligible) pro rata

**Length of Contract:** 22.5 hours per week, fixed term 4 months with the potential to extend

*Please note that we do not invite enquiries from recruitment agencies.*

## Main Purpose of Post

Support in the delivery of the On Track program, specially it's training programme and provide support for the wider Research and Evaluation team.

On Track is Women's Aid case management and outcomes monitoring system. It has been designed to empower local domestic abuse services to collect robust evidence of impact as part of their everyday work.

## Duties and Key Responsibilities

### To support the promotion and expansion On Track across the Women's Aid membership and wider domestic abuse providers

1. Monitor incoming enquiries about On Track from members and organisations, keeping accurate records of interested services, answering queries and following up with those services who have expressed interest.
2. Provide information and updates to organisations using On Track, produce bi-monthly On Track Insider newsletter

### To support in the delivery of On Track's workshop programme, including delivering training to domestic abuse services

1. Deliver workshops on OASIS On Track, its forms and its processes and on monitoring and evaluation and demonstrating impact

2. Monitor the On Track email inbox and answer enquiries from organisations using the system and advise on best course of action
3. Maintenance and administration of our e-learning platform
4. Support in the promotion of the On Track workshop program, including drafting communications

### Provide support to the wider Research & Evaluation team

1. Maintenance of the Research & Evaluation Teams mailing lists using the CRM
2. Sending out mailings on behalf of the Research & Evaluation Team
3. Covering of Research and evaluation inboxes where needed
4. Support in set up and delivery of Research and Evaluation events, mainly online webinars
5. Other support or tasks required by the Research and Evaluation team

### General Responsibilities

- To contribute to team meetings and organisational priorities, and to prepare for and participate in regular supervision and appraisal meetings.
- To be flexible within the broad remit of the post.
- To take direction on new projects and priorities from your line manager, which may vary from time to time.
- To carry out word-processing, filing, and administrative tasks necessary to comply with the job description.
- To maintain clear and adequate records of work done and to produce reports on work programmes and activities as requested by management.
- To provide appropriate responses and support to survivors of domestic abuse and specialist service providers in the delivery of this job description, as required.
- To ensure the safety and wellbeing of survivors sharing their stories on public platforms, following organisational safeguarding protocols at all times.

### Other

- Based in Bristol, London or remotely, this job may involve occasional travel throughout England.
- Occasional unsociable hours are also required.

Person Specification		
Criteria	Essential	Desirable

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>	
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge and understanding of how organisations can collect, analyse and use impact and outcomes data and the range of methods and tools that can be used.</li> <li>• Knowledge of online platforms such as Zoom and Teams, particularly around delivering online training</li> <li>• Understanding of and sensitivity to the issues relating to domestic abuse, including the nature of domestic violence and its impact on women and children and the intersectional barriers they face.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of data protection and confidentiality issues in relation to databases and case management systems.</li> <li>• Knowledge of case management and/or the use of case management systems</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of group facilitation</li> <li>• Experience of delivering training on-line</li> <li>• Experience of building and maintaining strong relationships</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in using CRM systems</li> <li>• Experience using eLearning platforms (ie TalentLMS)</li> <li>• Experience in using Case management systems</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Excellent verbal and written communication skills,</li> <li>• Organisational skills, a keen eye for detail and the ability to work to a high standard of accuracy</li> <li>• Ability to develop and nurture relationships with key contacts and organisations</li> <li>• Ability to provide training and support, ideally on the use of case management systems and around research, monitoring and evaluation</li> <li>• Excellent computer skills and experience using a wide range</li> </ul>	

	of computer packages, including Microsoft packages.	
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## Behavioural Competencies

<b>Accountability</b>	<ul style="list-style-type: none"> <li>• Cooperates in collective decision-making and takes responsibility for own actions, decisions, and deliverables.</li> <li>• Takes ownership for mistakes and refocuses efforts when necessary.</li> <li>• Holds self and others accountable for reaching short and long-term goals.</li> <li>• Self-imposes high standards of excellence, rather than having standards imposed.</li> </ul>
<b>Collaboration &amp; Teamwork</b>	<ul style="list-style-type: none"> <li>• Relates well to people at all levels.</li> <li>• Aligns personal work and performance with the broader team to achieve mutual outcomes.</li> <li>• Fosters teamwork: works to build relationships within teams and bridge the gaps between departments.</li> <li>• Supports and cares for others, and addresses issues disrupting team functioning and harmony.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Proactively communicates; informs others of what they need to know and capably articulates thoughts and ideas clearly and concisely via verbal and written communication.</li> <li>• Actively listens, consults others, and takes feedback on board.</li> <li>• Communicates using appropriate tone and language.</li> <li>• Has the ability to persuade, negotiate, and build support for own initiatives.</li> </ul>
<b>Innovation &amp; Entrepreneurial Spirit</b>	<ul style="list-style-type: none"> <li>• Seeks organisational improvement; promotes efficiencies in every area of their work.</li> <li>• Identifies problems and implements solutions, including trying new and different approaches.</li> <li>• Demonstrates commercial understanding, including awareness of sector trends/changes, and uses financial information to guide decisions.</li> <li>• Identifies business opportunities for the organisation, which may include opportunities for income generation, cost-savings, or added value.</li> </ul>
<b>Resilience</b>	<ul style="list-style-type: none"> <li>• Deals with ambiguity, maintains effectiveness and modifies behaviour accordingly when experiencing major changes in work tasks or environment.</li> </ul>

	<ul style="list-style-type: none"> <li>• Supports change initiatives and focuses on the beneficial aspects of change e.g. opportunities for learning or growth.</li> <li>• Manages disagreements with tact and diplomacy.</li> <li>• High level of emotional intelligence; understands how their behaviour can affect the wider team and demonstrates a proactive approach to managing and moderating their emotions in the workplace.</li> </ul>
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## Benefits

- **Generous Annual Leave:** 25 days, rising to 30 with long service, plus 8 bank holidays.
- **Extra Leave Days:** Celebrate International Women’s Day and the Tuesday after the August bank holiday.
- **Valuable Pension Benefits:** Join Women’s Aid pension scheme with a 7% employer contribution.
- **Flexible Working:** Remote working, family-friendly policies and paid leave for maternity, paternity, and adoption.
- **Wellness and Support:** Cycle to Work Scheme, free optician check-ups, annual flu vaccines, and 24-hour counselling helpline.
- **Mental Health and Wellbeing:** 'Reflective Practice' sessions, team catch-ups, access to 'Headspace' for mindfulness, and Employee Assistance Program with counselling and advice services.

## Summary of Terms and Conditions of Employment

**Terms of appointment:** Confirmation of appointment will be subject to the satisfactory completion of a 1 month probationary period. During this time an employee will be expected to establish their suitability for the post. During the probationary period employment may be terminated in writing, giving one week's notice by either party (this may be waived by mutual agreement). Only any statutory dismissal procedure will apply during the probationary period. There is no probationary period for contracts of under 3 months.

All posts are subject to a DBS check, two suitable references and right to work checks.

**Salary:** £29,450 per annum / pro rata. (Grade 3) + benefits. Salary is paid in arrears through bank credit by the 25<sup>th</sup> of each month. Part time staff receive pro-rata payment based on hours worked.

**Working hours:** The standard working hours for this post are 22.5 hours per week, based in London/Bristol/Remote UK based; benefits include a generous bank holidays and annual leave package and contributory pension scheme. All posts, including remote posts must be based in the UK.

**Support and supervision:** Women's Aid has a commitment to providing regular supervision and support to staff with annual appraisals forming a key part of staff development. We have a training policy in place and encourage staff to take an active role in their career development plan.

**Pension:** Women's Aid is enrolled with the People's Pension scheme. Women's Aid normally contributes 7% of salary and the employee contributes 3% towards the group pension scheme. Eligible staff will be automatically enrolled on the scheme when they have successfully completed the 3-month interim probationary review.

**Annual Leave:** Women's Aid offers an annual leave entitlement of 25 days per year rising by one day per year until 30 days annual leave per year is reached. In addition, we offer 8 days public holidays plus 2 additional days in March and August. Plus, three days of 'end of year' leave, bridging the gap between the festive holiday period and new year to allow colleagues to rest and recharge during this unique quiet time. All leave entitlement is calculated pro-rata for part time employees

**Other leave:** Employees have contractual rights to time off for reasons of sickness, maternity and other circumstances.

**Period of notice:** 1 month after your probationary period has been completed.

**Union:** You have a right to membership of a trade union. Women's Aid recognises Unison.

**Asylum and Immigration Act 1996:** To confirm your right to work in the UK, Women's Aid will need to see the original of at least one document from a specified list (available on the UK Government website). Most commonly this is a British Passport.

Additional information is available on request.