

Job Title: NLRC Helpline Administrator

Reporting to: Helpline Manager

Salary Band: 2.1 (Indirect)

Service: North London Rape Crisis

Location: Camden (Head Office) / Hybrid

Hours: 37.5 hours per week

This job description may change to reflect changing requirements of the role

Overview

Solace is one of seven specialist organisations that form London's Sexual Violence Alliance: four Rape Crisis Centres (nia, Rape Crisis South London, Solace and Women & Girls Network) and three specialist organisations, (Galop, Respond, and SurvivorsUK). Together, we bring experience in delivering expert, intersectional, and trauma-informed services to survivors of sexual violence.

Rooted in feminist and trauma-informed principles, our survivor-led model spans all 32 London boroughs and is co-designed with Experts-With-Lived-Experience (EWLE). We champion equity, amplify lived experience, and share governance to ensure no survivor is left behind.

The Role

- To support the administration of the Helpline service, including booking of Helpline calls, booking support (i.e., interpreters) for Helpline callers, oversight of the NLRC inbox, among other administrative tasks.
- To be informed of and apply SV Alliance, North London Rape Crisis and Solace policy and procedure to the administration of the Helpline service.
- To work collaboratively with the Counselling Services Assistant to ensure a consistent and cohesive service offer to service users.
- To participate in covering shifts on the Helpline, particularly when volunteers are unable.

Accountabilities

- Ensure the smooth operation of the Counselling Service within the context of the Alliance a focus undertaking administrative tasks associated with the Helpline, including but not limited to organising volunteer interviews, following up on reference and DBS checks, logging of volunteer hours and general communications with the team of volunteers.
- Support the NLRC Managers including with the promotion of the Helpline Service to relevant partner organisations.
- Respond promptly and sensitively to queries from service users and professionals coming through the NLRC inbox or Helpline, including triaging queries to the correct area of the service (advocacy, counselling, etc.)
- Support NLRC with administrative functions, i.e., booking interpreters, oversight of NLRC Zoom, Egress, and CJSM accounts.
- Support the functioning of the Helpline Service by undertaking shifts on the Helpline rota as needed.
- Ensure positive representation of NLRC to service users, professionals, volunteers and visitors to the centre.
- Support the NLRC Managers in compiling data for the purposes of quarterly data monitoring and reporting.
- Maintain a collaborative working relationship with the Counselling Services Assistant, Advocacy Team, and Brief Intervention ISVA to support smooth and consistent service delivery within NLRC, via both internal and external referral pathways.
- Follow internal safeguarding adults and children policy and procedure to ensure safe service operation.

Values, Behaviours & Competencies

- **Committed** to the purpose of Solace Women's Aid, ensuring that the service user is at the heart of service delivery and development
- **Feminist** in understanding 'Violence against Women and Girls'
- Committed to fostering **innovation** and **continuous improvement** in working practice
- **Flexible** and open to new challenges, ideas and experiences, and able to be self-reflective
- Committed to understanding **diversity** and ensuring **anti-discriminatory** practice is applied in all forms of our work
- **Non-judgemental** with a commitment to self-care within the team
- **Collaborative**, building relationships with internal and external partners.

Knowledge, Experience and Skills

- Previous experience of working in an administrator position and organising appointments and bookings (paid or voluntary)
- An understanding of sexual violence and its impacts and effects on women and children
- A good understanding of confidentiality and professional boundaries
- Ability to demonstrate an understanding of and commitment to equal opportunities and diversity.

Job Description

- Willingness to participate in further training and development opportunities offered by Solace.
- An excellent telephone manner and ability to speak to people from different backgrounds in an empathetic and supportive manner.
- Ability to maintain efficient and accurate record keeping systems.
- Ability to produce straightforward information, both orally and in writing, to colleagues, external professionals, and service users.
- Ability to work independently and within a team capacity.
- Ability to work in a discreet and sensitive manner in a busy environment.



Job Description

Team Structure

