Senior Administrator

Recruitment Pack

Charity number: 1118727 – Company number: 5581944

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Women in Prison – Our Story

Our **Vision** is of a society which no longer accepts the structural inequalities that lead women and girls into contact with the criminal justice system.

Women in Prison (WIP) was born out of the anger that our founder – Chris Tchaikovsky – felt about what she experienced and saw when imprisoned in HMP Holloway in the 1980s.

During Chris's time in prison, a woman died after setting fire to her own cell. Chris saw that the specific needs of women in prison and the damaging effect prison sentences were having on women scarcely figured in public or political discourse. So, in 1983, alongside international criminologist Pat Carlen, Chris founded Women in Prison. They pushed hard to expose the scandal of women's imprisonment and campaigned for change.

Our founders wanted to increase awareness of the lives behind the women in our prisons, and the impact of poverty and abuse on women's lives. In Chris's own words:

> "Taking the most hurt people out of society and punishing them in order to teach them how to live within society is, at best, futile. Whatever else a prisoner knows, she knows everything there is to know about punishment because that is exactly what she has grown up with. Whether it is childhood sexual abuse, indifference, neglect; punishment is most familiar to her."

In the early 1990s, the organisation was able to expand its remit beyond campaigning to deliver direct support to women affected by the criminal justice system. WIP's initial focus on prison in-reach services was then expanded to support women in the community following their release. Chris, sadly, passed away in 2002. Despite the loss of our visionary founder, Women in Prison works to carry on Chris's legacy.

Today, WIP is a national charity dedicated to making a difference to the lives of women affected by the criminal justice system. We campaign for a new system of justice; one that addresses the root causes of offending (including homelessness, domestic abuse, harmful substance use, mental ill health and experiences of poverty and trauma).

Our Women's Centres in Manchester and London and the services we provide in communities and prisons deliver trauma-informed, holistic, women-centred support to enable those whom we work with to address the complex challenges they face.

Our Mission is to persuade decision-makers to radically reduce the women's prison population, by demonstrating how a focus on human rights, social justice, health and investment in specialist community support services, including Women's Centres, enables women to move forward with their lives. We do this by:

1. Leading inspiring, impactful campaigns to challenge the current system that propose alternatives to criminalisation, and to radically reduce the number of women in prison

2. Delivering high quality, trauma-informed programmes for women, in communities and prisons, which focus on supporting women to address the systems that have led to their offending, and supporting them to claim their rights
3. Offering a platform for women's voices which builds women's confidence and self-belief, strengthening an understanding of their rights and responsibilities, and provides opportunities to speak 'truth to power' to bring about real change.

WIP's extensive experience and history of frontline work gives power and legitimacy to our campaigns, constantly increasing our influence with policymakers and building public support.

We do not underestimate the challenges ahead, with an increasingly hostile external environment and funders shifting priorities – we know we must be single minded in our focus on impact with women who are disproportionately impacted by a harmful system. Supporting women in their communities to have their voice heard, taking a clear trauma-informed approach, and coproducing our programming and influencing work with women will enable stronger communities that will drive change and end the harm of prison.

For more information

Visit our website to learn more about our work and impact.

Download our latest Annual Report and our strategy here: Our Strategy - Women in Prison

Terms and Conditions

Job title:	Senior Administrator
Reports to:	Contract & Data Partnership Lead
Direct reports:	N/A
Start date:	TBC – subject to successful MOJ vetting
Salary:	£31,720.82 FTE salary per annum (inclusive of £3,990 London weighting)
Working hours:	Full time – 35 hours per week
Contract:	Fixed term until 31 March 2028, with possibility of extension until 30 September 2028
Location:	Minimum 1 day per week in the London office: 4 days per week working from home Occasional attendance, as needed, at other WIP locations in South London.
Annual leave:	30 days plus bank holidays for full-time pro-rata. In addition, the office closes for 3 days between Christmas and New Year.
Pension scheme:	WIP provides an auto enrolment pension scheme with 5% contributions from the employer and 3% from the employee

Job Purpose

To provide high-quality administrative, support to the delivery of Women in Prison's London CRS contract delivered in partnership with probation, ensuring that referrals, client records and data are managed accurately, efficiently and in line with contractual and organisational requirements.

The Senior Administrator will support the effective coordination of referrals and allocations across London CRS services, maintain accurate and up-to-date records, and contribute to the monitoring of service activity and performance. The role will work closely with colleagues, service delivery teams and external partners to ensure information is captured consistently, issues are identified and resolved promptly, and contract requirements are supported through robust administrative and data processes.

Key Responsibility Areas

1. **Overseeing client referral process**

- Manage and coordinate all incoming client referrals to WIP's South London Services, including screening and processing of referrals from different sources to different project strands

- Ensure London CRS referrals are accurately recorded and processed in a timely manner, maintaining clear and up-to-date referral information across relevant systems and databases.

- Ensure the timely processing and allocation of London CRS referrals to support achievement of the project KPIs, ensuring referrals are allocated to the appropriate advocate as soon as possible following receipt by the organisation.

- Maintain accurate London CRS referral and allocation data, including entering referral information onto WIP's internal database In-Form and Probation's database Refer and Monitor an Intervention (RMI or R&M), allocating referrals to the appropriate project, pathway or staff member.

- Liaise effectively as needed with the Contract Management Team regarding referrals.

2. **Monitoring & Evaluation**

- Collate and maintain data required for London CRS monitoring and reporting, ensuring information is accurate, complete and available within agreed timescales.

- Undertake routine checks of London CRS data and records, identifying discrepancies, missing information or data-quality issues and working with relevant staff to resolve these.

- Contribute to the development and improvement of monitoring systems and processes, providing feedback, identifying administrative issues and making practical suggestions to improve data collection and recording.

- Support the Line Manager with the delivery of monitoring-system training for new London CRS staff, including training on relevant WIP-wide monitoring systems and processes.

- Identify recurring issues or trends within referral and monitoring processes and raise these with the Line Manager or relevant SLWH manager to support service improvements.
- Ensure confidentiality and appropriate handling of London CRS client and referral information in accordance with organisational policies, data protection requirements and the requirements of the contract.

- Monitor referral and allocation activity for the London CRS contract, identifying outstanding actions, incomplete information or potential issues and escalating these to the appropriate member of the SLWH management team as required.

3. **Administration**

- Maintain accurate and up-to-date administrative records for the SLWH team and London CRS contract, ensuring information is recorded consistently and in line with relevant requirements.

- Support the coordination and administration of workshops and other activities delivered under the London CRS contract, following up where required.

- Maintain electronic filing systems and shared folders for the SLWH team, ensuring London CRS documents, templates, guidance and other relevant information are appropriately stored and accessible to staff.

- Support the onboarding and offboarding of London CRS staff, including coordinating system access, maintaining relevant records and ensuring access is requested or removed as appropriate.

- Coordinate system access for London CRS staff, working with internal IT teams and relevant system administrators to resolve access issues and ensure staff have the systems required for their role.

- Support with administration of SLWH team meetings, London CRS training sessions, workshops and events, including arranging meetings, preparing materials, maintaining attendance records and circulating relevant information.

- Act as a central administrative point of contact for London CRS staff and relevant external partners, responding to routine queries and directing more complex queries to the appropriate member of the SLWH team.

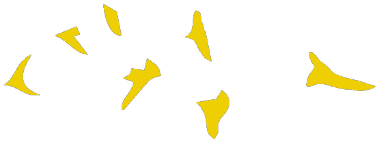
- Assist with audits, quality assurance activity and monitoring relating to the London CRS contract, including gathering relevant documentation and ensuring records are organised and readily accessible.

- Take responsibility for overseeing key administrative processes within the SLWH team,

identifying opportunities to improve administrative systems and processes and working with the Line Manager and SLWH Programme Managers to implement agreed improvements.

- Act as the first point of contact for the SLWH team and London CRS contract telephone line, responding to incoming calls and dealing with enquiries from clients, partner organisations, external agencies and other professionals, providing appropriate information, signposting or directing enquiries to the relevant member of the SLWH team or external service where appropriate.

- Coordinate the receipt, recording, storage and distribution of donations and goods provided to the SLWH team.



Person Specification:

Experiences and skills

- Experience of working within a criminal justice, women's services or voluntary sector environment.
- Experience providing administrative support within a busy team or service environment, preferably in a client-facing setting.
- Experience of data entry, record keeping and maintaining electronic filing systems, with strong attention to detail.
- Excellent verbal and written communication skills, with a confident and professional telephone manner.
- Strong organisational skills, with the ability to prioritise workload, meet deadlines and maintain accurate records.
- Good IT skills, including Microsoft Office, Excel and Teams, with the ability to learn and use databases and other systems effectively.
- Understanding of data recording and monitoring processes, with the ability to identify and resolve data issues or escalate where appropriate.
- Ability to handle sensitive information appropriately, with an understanding of confidentiality, data protection and information sharing.
- Ability to remain calm and professional when dealing with challenging situations, sensitive enquiries and competing priorities.
- Proactive and able to use initiative, while working collaboratively with colleagues, managers and external professionals.

Personal Attributes and Other Requirements

- Reliable, adaptable and approachable, with a commitment to WIP's core values, anti-discriminatory practice and equal opportunities.

To Apply:

Apply here

Application is by way of CV with cover letter that should set out your motivations for applying and how your work experience to date meets the scope of the responsibilities. As a general guide, your Supporting Statement should be around two sides of A4.

Closing date:	14 December 2026 at 9AM
Interviews:	TBC

To recruit the most appropriate candidate, a number of pre-employment due diligence checks will be undertaken in accordance with the Data Protection Act 2018. These checks will help determine the character and suitability of the individual to carry out this particular role.

Accessibility

If you require reasonable adjustments at any stage of the recruitment process, including accessing a copy of the recruitment pack in large print or an alternative format, please contact recruitment@wipuk.org

We are happy to invest in developing the right person, so you are welcome to apply even if your professional experience does not fully meet the job description or person specification.

We particularly encourage applications from Black, Asian and minoritised women, and women who have personal experience of the criminal justice system.

In line with legal requirements and the nature of our work, this role:

- Is restricted to women only as a genuine occupational requirement
- Requires the right to work in the UK
- Is subject to an Enhanced and Adult Barred List DBS check.
- Is subject to HM Prison and Probation Service vetting (Enhanced Level 1). The job offer will only be confirmed once vetting has been passed.
- Requires that the post holder is not automatically disqualified by (or can obtain a waiver from) the Charity Commission

Equality, Diversity and Inclusion Policy

Our Principle Commitments
WIP is committed to building and valuing diverse teams and taking positive action to promote equality and challenge unfair and unlawful discrimination. We recognise that women may experience multiple and intersecting forms of discrimination based on their sex and additional, real or perceived, characteristics including age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion, sexual orientation, social-economic background, immigration status, caring responsibilities, spent convictions or trade union membership.

WIP works to tackle discrimination and the structural inequalities women experience. We are committed to embedding diversity and inclusion in all areas of our work, including recruitment, and aim to reflect the diversity and excellence of the women that we work with. We actively encourage applications from women from a variety of backgrounds, and with a range of skills and experiences. We are particularly interested to hear from Black, Asian and minoritised women and women who have lived experience of the criminal justice system.

Policy on the Recruitment of Women with Lived Experience of the Criminal Justice System

Women in Prison actively encourages and supports the employment of women with lived experience of the criminal justice system. We believe that women's own experiences drive the Charity forward through understanding, solidarity and passion for change.

Job Advertisements and the Application Process
We do not ask for disclosure of criminal records during the application process, to ensure that women with lived experience of the criminal justice system are assessed on their merit, without risk of discrimination and are not asked to disclose sensitive personal information unnecessarily.

If a Disclosure and Barring Service (DBS) check is required for a role, this will be stated clearly in the job advert, including the level of DBS.

Levels of DBS Checks
Basic DBS checks contain details of unspent convictions. Standard and Enhanced DBS checks contain details of unspent and spent (unless filtered) convictions and cautions (including reprimands and warnings). Enhanced DBS checks may also include other information held by police forces deemed relevant to the role or check for inclusion on the Children's or Adults' Barring List.

Job Offers and the Induction Process
We will only ask for a DBS check at the point of job offer.

Disclosures will be treated confidentially and only stored where necessary, in line with General Data Protection Regulation (GDPR) guidelines. Access will be restricted to limited Senior Management or HR representatives as needed to assess suitability for the role.

A criminal record will not arbitrarily bar women from employment with us. We discuss disclosures with applicants (in person, or via phone or video call), to allow them to explain the background in their own words. We consider the relevance to the role, including the type and seriousness of an offence, how much time has passed and whether the individual's circumstances have changed. If they have restrictions on the work they are able to do, we consider whether we are able to make reasonable adjustments to facilitate their employment.

The Charity Commission does however have its own automatic disqualification rules on who can hold senior positions within a charity, which apply to our Trustee, CEO and Director of Finance and Resources positions. Although it is possible to apply for a waiver.

Women in Prison does not have a blanket ban on any criminal records and will always approach disclosures fairly and on an individual basis. We seek to balance supporting women with lived experience into employment, alongside safeguarding our current employees, service users and the organisation.

Vetting

Some roles will require enhanced pre-employment Ministry of Justice vetting in addition to standard pre-employment checks. Where this applies, the requirement will be clearly stated within the recruitment pack.

Please note that employment cannot commence until all required vetting and pre-employment checks have been successfully completed and formal clearance has been received. Vetting timelines can vary depending on the level of clearance required.

For more information on the recruitment of staff with lived experience: Lived Experience.pdf