

Role Profile

Version: 1.2024 | Authorised by Chief Executive Officer 01.05.24 | Last Review: 01.05.24

Job Title: Admin Co-Ordinator

Dept: Central Operations

Salary Rank: 7

Salary: £24,150

Reports to: Operations Director

Direct Reports: None

Role Purpose

To provide admin and operational support to all of We Are Survivors support services, ensuring the operational function meets the needs of the primary and secondary beneficiaries.

Parameters

- Be the 'Thematic Lead' for a specific topic (as notified to you), ensuring that the organisation is providing the best possible service to meet the clients' needs and that it is responding appropriately to changes within or required by the topic.
- Some local travel may be required on occasion.
- Required to work one evening per week, with some weekend working (when required).

Main Duties and Responsibilities

- Provide admin function to all We Are Survivors support services (mainly Community Services) and cover for other Admin Co-ordinator(s) absence (when required).
- Undertake appropriate processing of relevant client data, from referral to closure, including data reporting as per contractual obligations.
- Deliver and maintain general daily administration duties.
- Support the function and tasks involved in facilities management.
- Provide general business support ensuring the organisation can execute its day-to-day functions.
- Support the Executive Leadership Team by undertaking admin function and tasks.

General Role Requirements

- Positively represent Survivors Manchester, it's services and projects at all times and in all environments.
- Engage in using your skills within your role and beyond to ensure that 'no male survivor is left behind'.
- Play an active part in co-developing and maintaining a respectful and positive working environment across the workforce; supporting all colleagues to engage in cross discipline teamworking.
- Participation in the development and implementation of continuous service improvement and quality assurance.
- Accurately record all appropriate information in the relevant data management or file storage systems.
- Provide a polite, courteous and professional response to all inbound communications via electronic communications, telephone or in person, accurately recording any messages or follow on actions.
- Be responsible for reporting any concerns for the safety of an individual or damaged/faulty equipment using ratified procedures.



Organisational Core Responsibilities

- Always ensure the work you carry out is for the achievement of the mission “to break the silence of the sexual abuse, rape and sexual exploitation of boys & men and support them and their loved ones to engage in positive healing, free from the impact of abuse”.
- Stringently uphold the organisation’s values of transparency, integrity, understanding and responsiveness throughout your work and your representation of the organisation.
- Adhere to strict confidentiality boundaries as you have access to sensitive, restricted and classified information; and ensure that you are fully compliant with all information governance policies set by the organisation and/or Information Commissioners Office.
- Respect individuals right to anonymity within and outside of the organisation.
- Fully comply with the organisations standard operating procedures / quality assurance, guidelines, policies and procedures, ensuring you do not act to compromise the organisational standards.
- To remain aware at all times of your responsibilities for your own health and safety, for the Health and Safety of those directly responsible to you, your work colleagues and any others who may be affected by the operations under your responsibility or control.
- Ensure you comply with all requirements identified within infection control measures and risk management, both nationally and locally.
- To work positively and inclusively with everyone so that Survivors Manchester provides a workplace that does not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender or disabilities.
- To work flexibly in the interests of the organisation; which may include undertaking other duties provided that these are appropriate to your background, skills and abilities.

Organisational Governance

- Our organisational governance map is designed to enable the workforce to understand reporting and responsibility structure and will be provided as an appendix to this document.

Job Description / Profile Acknowledgement

- I have read and understood the functions and requirements of this position. I understand this is not to be considered an exhaustive statement of duties, responsibilities or requirements and does not limit the assignment of additional duties for this position.
- I agree to comply with the General Role Requirements and Organisational Core Responsibilities outlined above and to report any violations to my line manager.

Employee Name:	
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Employee Signature:	
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Date:	
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Person Specification

The following attributes are **Essential** for this role:

Registration:

- Non applicable.

Qualifications:

- Non applicable.

Knowledge and Experience:

- Experience of supporting individuals / teams with an administration function

Skills:

- Ability to prioritise own work load.
- Good written, verbal and interpersonal communication skills.
- Proficient in the use of Microsoft Office Suite, or equivalent, and electronic database system.

Values:

- Ability to hold and demonstrate in your conduct the adherence to the organisational values of *Transparency, Integrity, Understanding and Responsiveness*.
- A commitment to respecting diversity, inclusion and ant-oppressive practice.

The following attributes are **Desirable** for this role:

Registration:

- Non applicable.

Qualifications:

- Non applicable.

Knowledge and Experience:

- Experience of being part of an administration function / department.
- Experience of working within a highly confidential setting, adhering to information governance.
- Understanding of issues relating to rape and sexual assault, particularly those relating to boys and men.
- Experience of working within the voluntary, community or social enterprise (VCSE) sector.

Skills:

- Effective and accurate minute taking.
- Organising meetings (including diary management, communications, organising space).

Values:

- Non applicable.



Confidentiality Statement

When undertaking work for or on behalf of Survivors Manchester, you will often need to have access to confidential information which may include, for example:

- Personal information about individuals who are clients or otherwise involved in the activities organised by Survivors Manchester
- Information about the internal business of Survivors Manchester
- Personal information about staff or volunteers working for Survivors Manchester

Survivors Manchester is committed to keeping this information confidential, in order to protect people and Survivors Manchester itself. ‘Confidential’ means that all access to information must be on a “need to know” basis and properly authorised basis. You must use only the information you have been authorised to use, and for purposes that have been authorised. You may not during or after the termination of your employment, disclose to anyone other than in the proper course of your employment or where required by law, any information of a confidential nature relating to the company or its business or customers. Breach of this clause may lead to dismissal without notice.

You should also be aware that under the latest Data Protection and Governance legislation, unauthorised access to data about individuals is a criminal offence.

You must assume that information is confidential unless you know that it is intended by Survivors Manchester to be made public and you have permission to make this information available.

You must also be particularly careful not to disclose confidential information to unauthorised people or cause a breach of security. In particular you must:

- not compromise or seek to evade security measures (including computer passwords)
- be particularly careful when sending information to other agencies and organisations
- not gossip about confidential information, either with colleagues or people outside Survivors Manchester
- not disclose information, especially over the telephone, unless you are sure that you know who you are disclosing it to, and that they are authorised to have it

If you are in doubt about whether to disclose information or not, do not guess. Withhold the information while you check with an appropriate person whether the disclosure is appropriate. Your confidentiality obligations continue to apply indefinitely after you have stopped working or volunteering for Survivors Manchester.

I have read and understand the Confidentiality Policy and this supplementary statement and in signing this statement, confirm that I fully accept my responsibilities regarding confidentiality.

Name:	
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Signature:	
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Date:	
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