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**JOB DESCRIPTION and Person Specification**

**Post title:** Project Administrator

**Salary: £11 per hour**

**Hours:** 15 hours per week

**Location:** Jasmine House, 21 Upper King Street, Leicester

**Reports to:** CEO

**Term: 3-year post from 31st August 2022 – 1st August 2025**

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***As an occupational requirement, the post is open to women only under the exemption afforded by schedule 9 part 1 of the Equality Act 2010***

**About LRC (Leicester Rape Crisis)**

LRC is a feminist organisation, which aims to:

* Support survivors of rape or sexual abuse aged 14+. We work to empower survivors and help them to maintain control of their lives.
* Raise awareness about rape, sexual abuse, and sexual violence.
* Provide information, guidance, training, and expertise within the community.
* Contribute to policy initiatives and strategies aimed at improving the service provision for survivors.
* Actively challenge the values, beliefs and behaviours which contribute to sexual and gender-based violence.
* Work in partnership with local service providers and communities to promote the values of LRC.

**Aim and job outline**

To support the administrative work of LRC and enable survivors of sexual violence women and girls to have access to appropriate support, advocacy, information.

**Duties and Responsibilities:**

* To be the first point of contact when clients arrive for appointments at Jasmine House.
* To provide administrative support to the staff within Jasmine House will include word processing/typing, photocopying, filing, maintaining computerised information systems, message taking, arranging meetings, collecting incoming mail from the postal address, and distributing it, distributing outgoing mail, maintain mailing lists
* To undertake ordering of stationery and other office supplies.
* To support the CEO with notetaking and meeting arrangements.
* To assist in the collection, collation, and presentation of statistical monitoring reports.
* To be the first point of contact for telephone callers to the administration line.
* To always observe strict confidentiality in business associated with the Centre
* To actively promote the principles of equal opportunities, anti-oppressive practice and the health and safety of workers and service users.
* To arrange assessments with clients and assessment volunteers, being prepared to undertake assessments when necessary.
* To review and implement new administrative processes to ensure effective delivery of services.
* To provide bimonthly newsletters to provide up-to-date information around service developments.
* Be available to cover the office for one evening a week if required.
* To have good literacy and numeracy skills.

**Training & development**

* To participate in relevant training to maintain and update specialist knowledge and competence.

**Other**

* To attend formal and informal supervision with the CEO.
* To attend monthly team meetings and any other meetings relevant to the post.
* To assist in covering the roles of other team members who may be off sick or on annual leave.

The job description will be subject to revision considering the development of the service, following discussion with the post-holder. The effectiveness of the role will be reviewed on a regular basis in conjunction with the CEO.

***As an occupational requirement, the post is open to women only under the exemption afforded by schedule 9 part 1 of the Equality Act 2010***

***TO Apply for this Job please email*** ***ceo@jasminehouse.org.uk*** ***for an application pack.***

***Closing date for applications is Wednesday 27th July at 5pm.***

***Interviews are due to take place: Week beginning 1st August***

***See below for person specification:***

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| **Requirements** | **Essential** | **Desirable** |
| Education / Qualifications | * Good standard of education evidenced by GCSEs or equivalent
 | * Level 3 in Customer Service/Business Administration
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| Previous Experience | * At least two years’ experience working in administration.
* Experience of working sensitively with confidential materials.
* Ability to work effectively within and between teams to achieve common objectives.
* Experience of using systems for data entry and reporting.
 | * Experience of working in VCSE sector.
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| Skills, Knowledge, and abilities |  * Excellent IT/computer literacy: Internet, Word, Excel, PowerPoint etc.
* Ability use evaluation procedures for the service users.
* Experience of Electronic record keeping and data base use.
* Ability to work under pressure to tight deadlines.
* Ability to develop and maintain strong, effective and professional working relationships.
* Treat people fairly and respectfully
 | * Presentation skills
* Knowledge of Trauma informed practice
* Knowledge of Counselling/Therapeutic support
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| Attitude, aptitude, personal characteristics | * Excellent written and verbal communication skills.
* Excellent organisational skills.
* Able to work well as a member of a team
* Ability to use initiative and to prioritise own workload.
* Ability to work with the premise of LRC’s policies and procedures
* Aptitude for discretion when dealing with confidential information and data.
* Committed to high standards of quality and seeks to improve systems and processes
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| Other requirements.  | * Willingness to work outside of business hours, should you need to due to the needs of our service users.
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