

For women let down by the system.

For women with nowhere else to turn.

For women who've suffered.



Job Description

- Schedule 9, Paragraph 1 of the Equality Act 2010 applies.
- This post is exempted from the Rehabilitation of Offenders Act 1974.
- This role also requires the postholder to have **NPPV Level 2 police vetting** clearance.

Job Title:	Administrative Assistant
Location:	Anawim, Birmingham, B12 9RJ
Grade:	Anawim Scale Point 25-26
Salary:	£26,473 - £27,328 per annum
Hours:	37 hours per week
Responsible to:	Data and Systems Manager

From our Birmingham centre, Anawim provides trauma informed services including holistic support and advocacy to enable women to reach their potential

Our Vision statement:

A world where women are safe, free, valued and equal members of society.

Our Values:

*Anawim believes in the intrinsic **value** of every person and **welcomes** each woman **without judgement**.*

*We are deeply committed to **listening** to our women and building services around their **needs**.*

*We **help** women to navigate the complex challenges they are facing and we do all that we can to **support** them for as long as they need us.*

*Anawim **empowers** women to make positive changes to turn their lives around, helping them, one step at a time – to become **independent**.*

*We **want the best** for our women and to make sure their basic needs are met. We **won't rest** until we've done all we can to keep them **safe**.*

Job Purpose:

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To provide administrative support for one of Anawim's services in joint partnership with other service providers.

This role is privy to highly sensitive material so confidentiality and Data Protection is paramount.

Key Tasks:

Referrals and allocations

1. Manage all incoming referrals, run weekly allocations meeting with managers and process accepted referrals.
2. Be a point of contact for partner providers e.g. Send referrals to relevant providers
3. Provide regular updates to Manager/Coordinator on capacity levels across the partnership, flag enquiries and report missing information.

Provider caseload and capacity

4. Manage the service's inbox, liaising with providers who will report on caseloads and waitlist numbers to Anawim's specific service inbox each Friday. Report this information to Manager/Coordinator and record on relevant systems.
5. Update Connect system with case progress (Changing status, noting engagement etc).

Ad-hoc Support

6. Inputting assessment information to the relevant systems (Connect, Civi, Themis)
7. Provide administrative support to service delivery staff such as drafting and sending letters to clients, making phone calls to women on the waiting list, providing welcome information to new clients
8. Attending and minuting relevant meetings
9. Undertake general administrative duties such as managing inboxes.
10. To provide support to the Finance team as and when required

Other responsibilities:

11. Comply with statutory regulations, Data Protection, Anawim policies and procedures and Health and Safety legislation.

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12. Participate in training as agreed with Line Manager.
13. Maintain absolute confidentiality, positive attitude and willingness to learn and grow.

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PERSON SPECIFICATION

Job Title: Administrative Assistant

Location: Anawim

Factor	Essential	Desirable	Method of Assessment
Knowledge and experience	Working knowledge of Windows, Outlook and Excel spreadsheets. IT Literate.	Knowledge of Customer Relationship Management Systems.	A, I, R
Skills and abilities	Excellent interpersonal, communication and listening skills. Ability to analyse data to ensure understanding and present it in a meaningful way. Good co-ordination skills to organise collecting information for reports. Good administration skills to include the ability to keep accurate and confidential records. Ability to be confidential and keep sensitive information private and data protection. Ability to plan ahead and prioritise work. Ability to work as a member of team and share information. Ability to work on own initiative as well as being part of the wider team. Effective written and verbal communication skills. Proven IT skills.		A, I, R
Personal Qualities	Reliable and trustworthy. Business-focused. Non-judgemental.	Innovative and creative approach to project development.	I

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	Approachable. Ordered. Understanding. Flexible. Willing to learn. Holds excellent professional boundaries.		
Qualifications	Achieved English and Maths qualifications at GCSE Level or above.		A, D, I
Other	Basic Disclosure from the Disclosure & Barring Service.		A, D, I

Method of Assessment:

A = Application Form D = Documentation I = Interview T = Test/Exercise P = Presentation
R = Reference