



# Survive

Support for survivors of rape and sexual abuse

## **Job Description**

<b>Job Title:</b>	Administration Assistant
<b>Responsible to:</b>	Operations Manager
<b>Salary:</b>	£ 9.90 per hour
<b>Contract:</b>	Permanent
<b>Hours:</b>	15 hours per week, times to be arranged
<b>Location:</b>	York

## **Background Information**

Survive helps survivors of rape, sexual assault or child sexual abuse rebuild their lives, relationships and reach their potential by delivering specialist services.

Survive started in York in 1990 as a survivor-led support group for women who had experienced child sexual abuse. They found comfort and solace in talking to others who had the shared experience of child sexual abuse. Over three decades later and Survive now offers 1-1 support work, counselling and trauma therapy in York and across North Yorkshire to any adult survivor of any sexual violence including rape, sexual assault or child sexual abuse. Survive also operates a helpline for those affected directly or indirectly by sexual violence and has a small library of self-help books covering a range of subjects – from inspirational survivor stories and coping with the impact of sexual trauma to recognising and managing mental health conditions such as anxiety and depression.

Our values of being Inclusive and Enabling, offering Hope and showing Integrity and Courageous Advocacy underpin everything we do.

## **Main purpose of post**

You will be a first point of contact for survivors, supporters of survivors or professionals enquiring about our services. You will provide support and assistance to our team of Counsellors and Support Workers.

This role will form part of our Administration Team and days/hours will be worked out with our existing Administration Assistant. Some flexibility around providing holiday cover will be appreciated.

Address: 2nd Floor 25 Micklegate, York, Tel: YO1 6JH 01904 638813 Web: [www.survive-northyorks.org.uk](http://www.survive-northyorks.org.uk)

A company limited by guarantee No. 03455000

Registered Charity No. 1069129

## Outline of main duties

The following is a summary of the key responsibilities of the post. It is not intended to be an exhaustive list and the post-holder may be required to carry out other duties which are appropriate to the scale and nature of the job role.

Provide administrative and office support activities to clients and Survive team members. This will include:

- Act as the initial contact for clients and other callers. Provide a welcome to those who attend in person and ensure a prompt response to messages left by post, email, voicemail or texts Communicate messages to staff and volunteers in timely fashion.
- Take initial referrals, manage client appointments, cancellations and amendments using Charitylog software.
- Booking rooms for client appointments.
- Managing mail outs of press releases and funding requests.
- Maintain and order office supplies and ensure the day-to-day smooth running of the office.
- Comply with Survive’s policies and procedures, especially with regard to GDPR, confidentiality, safeguarding and inclusion.
- Attend training where necessary to enhance your own development and to meet the needs of Survive.
- Adhere to the values and ethos of Survive.
- Be an active member of the Survive Team, participate in team meetings and work with others to provide the best possible support and outcomes for clients.

## Person Specification – Administration Assistant

	Essential	Desirable
<b>Qualifications</b>		
Good standard of verbal and written English and Maths (GCSE, NVQ level 3 or equivalent)	✓	
Evidence of continuing development, e.g computer skills, additional qualifications		✓
<b>Experience</b>		
Experience of working as first point of contact with members of the public	✓	
Experience of using Microsoft Office applications to provide an administrative support service	✓	
Previous client-facing experience in a mental healthcare setting		✓
Experience of carrying out general administrative duties including updating databases and filing	✓	

Experience of working closely with a range of third party organisations		✓
Experience of maintaining confidentiality and observing GDPR guidelines		✓
<b>Skills</b>		
Calm and effective telephone skills - able to communicate empathetically and courteously with clients and to manage expectations in a tactful way	✓	
Excellent written communication skills	✓	
Use of Microsoft Office applications and computerised client database systems	✓	
Accuracy and attention to detail	✓	
Work flexibly as part of a team	✓	
Good time management and ability to prioritise	✓	
Ability to work with / encourage volunteers within Survive		✓
<b>Knowledge</b>		
Knowledge of basic principles of customer service	✓	
Knowledge of general office procedures and practice.	✓	
Understanding of GDPR legislation, client confidentiality, safeguarding and inclusion		✓
<b>Other Job-related characteristics</b>		
A commitment to the values of Survive	✓	
A commitment to personal and professional development and understanding	✓	
A flexible approach to work and problem solving	✓	