

**BIRMINGHAM & SOLIHULL WOMEN'S AID  
JOB DESCRIPTION**



**POST:** Early intervention Hub Administrator

**HOURS OF WORK:** 37 hours per week (some out of hours working may be required)

**SALARY:** £25,979

**RESPONSIBLE TO:** Hub Manager

**JOB PURPOSE:** To provide comprehensive administrative support to EIH Hub services, enabling the team to operate effectively and efficiently.

**DUTIES AND RESPONSIBILITIES**

**ADMINISTRATION:**

- Ensure adequate records are kept of all services users as required.
- Provide administrative services such as photocopying, filing, letter writing, typing reports etc.
- Provide reception cover for the Early intervention hub
- Ensure that all information received is treated in the strictest confidence and that all such information is regulated and controlled in a similar manner.
- Organise and maintain electronic filing systems and archiving on a regular basis and any other systems as required.
- Assist with monitoring and data collection and inputting and contribute to the regular production of statistics and reports.
- Submit external referrals, deal with any correspondence around them, and monitor and record outcomes.
- Develop and maintain an effective progress chasing system
- Collaborate with other team members to ensure needs of the service are met.
- Work with the Central Administration team as well as the Finance team to ensure systems are kept up-to-date
- Work with other projects administrators to offer consistent and comprehensive administration across the projects.
- Make appointments and room/venue bookings as and when required.
- Ensure cover is maintained at all times possible, calls and emails are answered promptly and professionally and enquiries are answered.

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- Support the reviews of the service and the work around quality marks and accreditations.

### **COMMUNICATION:**

- To ensure that all staff team members are aware of any matters that are relevant to the welfare and security of the services, staff, volunteers and service users by:
  - Maintaining BSWA communication records
  - Following safety procedures
  - Attending team and other meetings
- To attend support and supervision sessions with your line manager.
- To develop professional working relationships internally and with external agencies.
- To be involved in the annual review process.

### **GENERAL:**

- To maintain the confidentiality of the women and children using the service and in all matters relating to the organisation.
- To offer an equal service to all women and children regardless of age, class, culture, language, race, religion and sexual orientation.
- To work within BSWA policies and procedures and demonstrate a commitment to the values and ethos of BSWA.
- To work within BSWA and local multi-agency child and adult safeguarding procedures.
- To work within BSWA's framework for equal opportunities and anti-discriminatory practice.
- To undertake any other duties required by BSWA, which may arise and commensurate with the post.

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**PERSON SPECIFICATION**

<b>COMMITMENT AND UNDERSTANDING:</b>	<b>FORM</b>	<b>INTERVIEW</b>	<b>TEST</b>
Commitment to services for women and children affected by domestic violence and to working within BSWA ethos, policies and procedures	X	X	
Commitment to providing services within an anti-discriminatory/equal opportunities framework to meet individual needs	X	X	

<b>EXPERIENCE OF:</b>	<b>FORM</b>	<b>INTERVIEW</b>	<b>TEST</b>
Effectively providing administrative support in a busy office	X	X	
Supporting senior staff with various aspects of administrative function within an organisation	X	X	
Managing telephone and in person enquiries sensitively and professionally	X	X	
Accurate data inputting and setting up and maintaining office systems	X	X	

<b>SKILLS:</b>	<b>FORM</b>	<b>INTERVIEW</b>	<b>TEST</b>
Excellent I.T. skills, Microsoft Office (including Microsoft Excel) and ability to make the best of technology to help deliver efficient administration	X	X	X
A methodical and organised approach to managing work priorities and the ability to meet deadlines		X	
High level of written & verbal communication & the ability to provide a service in a safe and confidential manner	X	X	
Excellent attention to detail			X
Reliability and a willingness to work flexibly to ensure the needs of the service are met		X	

<b>DESIRABLE CRITERIA:</b>	<b>FORM</b>	<b>INTERVIEW</b>	<b>TEST</b>
The ability to speak one of the community languages of Birmingham	X		
Understanding of contractual requirements and KPIs	X	X	