

Behind Closed Doors

Administration and Monitoring Assistant - Job Description

The following information is designed to help staff to understand and appreciate their role at Behind Closed Doors (BCD). However the following points should be noted:

- Whilst every endeavour has been made to outline the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings therefore are included in the Job Description.
- Staff should not refuse to undertake work, which is not specified here, but should record any additional duties they are required to perform and bring them to the notice of their Line Manager.

Prime Objectives of the Post

The role of the Administration and Monitoring Assistant is to work for BCD as a member of the administrative department, providing administrative support to all aspects of service delivery, development and to maintain administrative and monitoring systems. Behind Closed Doors is a partner of Leeds Domestic Violence Service (LDVS) consortium and is responsible for delivering the community based support to people whose lives are affected by domestic violence and abuse.

Accountability and Responsibility

The Administration and Monitoring Assistant will be accountable to the Finance, Admin & Monitoring Officer (FAMO) in the first instance, the Organisation Director and ultimately to the Board of Trustees. The FAMO will provide regular supervision sessions, though in her absence these sessions will be conducted by the Organisation Director. Probation reviews and annual appraisal will be conducted by the FAMO.

The Administration and Monitoring Assistant will have responsibility for managing her own work load, keeping accurate records and ensuring that all related administration tasks are completed and up to date. She will be expected to ensure that the work is carried out to a high standard, according to the organisation's policies and procedures and in keeping with the ethos of Behind Closed Doors.

Personal Responsibilities

- To fully understand the aims, objectives and ethos of Behind Closed Doors and to reflect these in carrying out the work.
- To respect, support and work within all the Organisation's policies and procedures and use the correct procedures for recommending changes to policy.
- To maintain a high degree of professionalism whilst working in a challenging environment.
- To take responsibility for assets, materials, safe-keeping of keys, cash and equipment used in pursuance of duties.
- To take responsibility for completing time sheets, expense sheets, annual leave requests, sickness absence paperwork etc. in a timely manner in line with the requirements of BCD.
- To take responsibility for participating in regular structured supervision sessions with the FAMO, to review work load and how successfully targets are being met and to identify areas for professional and service development.

Confidentiality

The post holder is responsible for ensuring that the organisation promotes and maintains a strict code of confidentiality. She will have access to a variety of confidential information concerning clients and must ensure that confidentiality is maintained at all times.

Key Responsibilities

- To provide general administrative and clerical support to all aspects of BCD service delivery, including typing, filing, post, answering the office phone, assisting with monitoring and record keeping
- To use a range of office software, Xero [financial system] email, spreadsheets and databases, to ensure the efficient running of the office
- To support the FAMO in day to day tasks
- To perform basic book-keeping duties and provide support when needed to the FAMO and support the update of financial information on Xero

- To support the Prevention and Recovery Service (PARS) by processing new referrals onto the database, inputting monitoring data and case details
- To process PARS closed clients on the database, ensuring that monitoring data is input accurately
- To conduct customer satisfaction surveys with service users and stakeholders
- To update and maintain databases ensuring the maintenance of confidentiality as appropriate
- To maintain and update BCD's publicity material, including social media
- To take, type and distribute minutes when needed
- To order stationery and maintain stocks
- To be responsible for health and safety within the office
- To provide support to the FAMO in the preparation of regular reports on monitoring information as required
- To undertake any other duties as may be deemed consistent with the requirements of the post

Physical Conditions

The post will be based in the Behind Closed Doors offices.