

Job Description



Admin & Monitoring Officer

Domestic abuse is always unacceptable. We support everyone affected by it and we act to prevent it. As Admin & Monitoring Officer for Behind Closed Doors, you will be a member of the administrative team, providing administrative support to all aspects of service delivery, development and to maintain administrative and monitoring systems. We are a key partner in Leeds Domestic Violence Service (LDVS), delivering community-based support to our service users living across Leeds. We also run our Prevention and Recovery service which aims to help individuals and families understand their experiences of domestic abuse and feel able to move on positively from the experiences they have had. Alongside our services, we provide training to communities, organisations and for the workplace to build knowledge about domestic abuse and how others can respond to this safely.

The Admin & Monitoring Officer will be line managed by the Admin and Finance Manager.

Main Duties and Responsibilities

Administration

1. To provide general administrative support to all aspects of BCD service delivery, including but not limited to, answering post, answering the office phone, and record keeping.
2. To use a range of office software such as, email, spreadsheets and databases, to ensure the efficient running of the office
3. To support the Admin & Finance Manager in day to day tasks
4. To maintain and update BCD's publicity material, including generating social media and creating the quarterly newsletter
5. To update the website as required
6. To take, type and distribute minutes when needed
7. To undertake any other duties as may be deemed consistent with the requirements of the post

Monitoring

1. To support the Prevention and Recovery Service (PARS) by processing new referrals onto the database, inputting monitoring data and case details

Job Description



2. To process PARS closed clients on the database, ensuring that monitoring data is input accurately
3. To produce monitoring reports for the CEO, Board of Trustees and our Funders
4. To conduct feedback calls with service users and stakeholders
5. To facilitate the running of our quarterly Service-User Groups.
6. To update and maintain databases ensuring the maintenance of confidentiality as appropriate

Personal

1. Reflect the vision, mission and values of Behind Closed Doors in your work.
2. Work within all the organisation's policies and procedures.
3. Be committed to the work of Behind Closed Doors and strong team member.
4. Take responsibility for assets, materials, safe-keeping of keys, cash and equipment issued to you to carry out your role.
5. Deputise, on occasion for the Admin and Finance Manager.
6. Actively participate in regular support and supervision sessions.

The post will be based in the Behind Closed Doors offices, with some home and flexible working arrangements in place.