

POST TITLE: **Project Support Worker – Refuge**

- 1. BASE** Leicester, across two sites
- 2. SALARY** £25,545 per annum, pro rata
- 3. HOURS OF WORK** 30 hours per week (Monday-Friday)
Some evening and weekend work may be required from time to time.

4. OVERVIEW OF POST

The role of Project Support Worker is a wide-ranging role. The post requires a hands-on approach, ensuring that the work of WALL staff, across two refuges, functions smoothly.

The Project Support Worker will:

- Ensure that a professional image of the organisation is maintained at all times
- Act in accordance with the policies and practices of WALL, in particular to maintain the strict confidentiality of the Refuges
- Be the first point of contact for many internal and external contacts, managing, delegating and directing queries to the most appropriate resource
- Manage Office and IT Systems

A degree of flexibility with regard to both working hours and practices is required in order to meet deadlines/timescales.

5. RESPONSIBILITIES

Office Management

- Manage and develop the office systems to ensure the effective running of the office, including the shared files on the cloud and the electronic archives
- Liaise with office suppliers to ensure office services and equipment are working effectively and stationery and other supplies are in stock
- Maintain the coverage of incoming calls, incoming emails to shared inbox, to open post and be responsible for mailings out. This includes post for residents within the Refuge
- To ensure the premises are maintained to a reasonable standard including the reporting, actioning and follow up of repairs. To complete building checks daily, weekly fire alarm testing, along with emergency lighting system tests being completed
- Work in a safe and responsible way, ensuring that safety procedures are followed and that you do not endanger yourself, your colleagues or clients

- To help maintain accurate and accessible records
- To oversee referrals both within and outside of the organisation

Administrative Support to the Finance Manager

- Undertake administrative support to the Finance Manager including receiving and raising invoices in respect of the relevant refuge services
- Input financial and other data onto the relevant spreadsheets and online portal
- To assist with the collection of banking, petty cash and weekly rent from residents, including liaising with the appropriate Housing Benefit departments and social care

Administrative Support to the Management Team

- Provide administrative support to the Operational and Senior Management Team
- Support with the collation and submission of statistical data and information
- Assist with the promotion and administration of events, training, etc

Project Support

- Ensure the office environment, and refuge, is compliant with current health and safety best practice
- Minute taking of team meetings, producing minutes and action plans
- Coordination of donations for residents within the Refuge
- Support Refuge Workers to ensure effective service delivery
- Other tasks as agreed with the management team as deemed appropriate
- To provide project support across all WALL refuges, during times of employee absence

Data Entry and Data Protection / GDPR

- Input, onto WALL's database and produce reports
- Assist in preparation of clear and coherent reports and presentations for internal and external stakeholders
- Assist with ensuring accurate and adequate reporting of all relevant project findings by target date
- Assist in the collation of robust and clear quarterly impact reports
- Ensure compliance with data protection and GDPR legislation

Line Management Relationship

- Post holder will be line managed by the Safe Accommodation Manager
- The duties and responsibilities in this job description are not exclusive or exhaustive and the post holder will be required to complete such duties as may reasonably be expected within the scope and grade of this post.

PERSON SPECIFICATION:

Category	Essential Requirements	Desirable Requirements	Method of Assessment
Qualifications	GCSE *A-C or equivalent level education, including in English and Maths		Application Form & copies of certificates taken.
<u>Knowledge and Skills</u>	Ability to juggle multiple priorities and to deliver under pressure and meet tight deadlines Attention to detail Excellent written communication skills and minute taking Team Player Excellent organisational and time keeping skills	Experience of financial record keeping Experience of taking detailed and accurate minutes of a range of meetings	Application Form, Interview, References & Test.

	<p>Proven knowledge and experience of Microsoft Office systems</p> <p>Commitment to anti-discriminatory practice and equal opportunities</p> <p>Commitment to WALL goals and values</p>		
<u>Personal Attributes</u>	<p>Able to work on own initiative and as part of a team</p>		References
<u>Other Requirements</u>	<p>These posts are exempt from the Rehabilitation of Offenders Act 1976 under (Exemption Amendments Order 1986)</p> <p>The successful applicant will undergo an enhanced criminal record check before employment is confirmed</p> <p>A willingness to be flexible and adapt to changing needs</p> <p>Access to own vehicle and full driving licence</p>		<p>DBS Application</p> <p>ID Documents</p> <p>References</p> <p>Interview and ID Documents</p>