**TLC: TALK, LISTEN, CHANGE**

**JOB DESCRIPTION**

|  |  |
| --- | --- |
| **Job Title** | **Business Administrator** |
| **Salary** | £18,932 |
| **Hours** | 37 Hours per week (Monday to Friday) |
| **Work base** | Chester Road Office |
| **Checks** | Standard DBS check and references covering at least the last two years |

**Main tasks and responsibilities**

The Business Administrator will be responsible for ensuring an efficient and effective professional administration service in relation to the delivery of the Domestic Abuse Department at TLC: Talk, Listen, Change

*This department includes the following services:*

*- Domestic Violence Prevention Programme (DVPP)*

*- Integrated Partner Support Service*

*- Children and Young People’s Service*

*- Strive Volunteer Network*

*- Striving for Change Motivation and Awareness extended assessment*

*- Wigan Children and Young People’s Counselling Service*

Main duties of the Role:

* devise and maintain office systems, including data management and filing
* provide high quality secretarial and administrative assistance
* input client details on to our case management system (Charitylog)
* deal with queries from prospective clients about our Domestic Abuse Services
* take detailed referrals for the DVPP and Striving for Change extended assessment
* liaise with clients, DA services facilitators, the Courts and other providers
* provide data and assist with the processing of monthly claims
* deal confidently, sensitively and effectively with enquiries from TLC staff as well as contacts in external organisations of critical importance to TLC
* undertake additional work as directed by the Operations Manager (Year 1) and Head of Domestic Abuse Services (Year 2 and onwards)

NB: The requirement for confidentiality, concerning clients and the work delivered by TLC: Talk Listen Change is absolute and must be maintained at all times.

The above details reflect the content of the post at the date prepared. The post will be expected to adopt a flexible approach to the duties which may have to be varied, after discussion with the post holder, subject to the needs of the service and in keeping with the general profile of the post. Consequently, this job description may be revised from time to time.

**PERSON SPECIFICATION**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **ATTRIBUTES** | **ESSENTIAL** | **DESIRABLE** | | **IDENTIFIED** |
| **EDUCATION**  **TRAINING**  **KNOWLEDGE** | Good level of general education  Good standard of literacy, numeracy and IT competency  Experience of working in the voluntary sector and/or statutory sector | At least 2 years’ experience of working in an office environment (paid or voluntary)  An understanding of Domestic Abuse and related services would be highly desirable, but is not essential and training will be given | Application form and Interview | |
| **SKILLS AND**  **ABILITIES** | Ability to communicate clearly with people at all levels (excellent telephone skills, written and verbal communication)  Experience of data entry and supporting the creation of monitoring reports  Ability to use a range of IT systems including case management systems  Highly organised  Ability to prioritise own workload  Ability to multi-task  Experience of minute taking  Experience of organising meetings |  | Application and Interview | |
| **PERSONAL**  **ATTRIBUTES**  **&**  **OTHER FACTORS** | Self-motivated, enthusiastic with a “can do” attitude  Ability to work flexibly  Good team player  Commitment to equality and diversity |  | Application and Interview | |