



## Role Description

<b>Job Role:</b>	Prevention and Early Intervention Administrator
<b>Service:</b>	Education and Prevention Team
<b>Reporting Line:</b>	Head of Prevention and Early Intervention
<b>Contract:</b>	3 days a week (12 hours), Monday - Wednesday 10am to 2pm (flexible hours/days will be considered)
<b>Location:</b>	Office based in Warwick Hybrid
<b>Salary:</b>	£7,360 per annum (£23,000 FTE)

25 days FTE paid holiday + public holidays (pro-rata). A birthday concessionary day + incremental annual leave with length of service. Matched contribution pension schemes up to 5% of gross salary.

## Job Description

- o Providing administrative support to the Prevention Team in the coordination of all interventions, client administration from the first stage of a referral into the service, allocation, active engagement status, through to the end point of file archiving. The postholder will be responsible for the ongoing processing, auditing and management of client files to ensure a fast and efficient service within service targets. This includes face-to-face clients across Warwickshire and Coventry and commissioned services.
- o To assist schools and other partner agencies with their enquiries, dealing with correspondence and telephone contact, arrange and coordinate client assessments and mentoring appointments, booking rooms both internally and externally.
- o Assist with the creation of PowerPoint presentations utilising Canva and other associated software.
- o Obtain statistical information on a regular basis from Excel Spreadsheet or Charity Log for funder reports and future funding bids.
- o Disseminate data collected from school interventions to provide both quantitative and qualitative information enabling Safeline to understand risk and measure outputs and outcomes.

- o Collate evidence in files specifically for individual funder requirements.
- o Working positively and productively with other members of the organisation to help provide a wraparound service to clients.
- o Providing basic cover for Safeline's reception desk/front of house service during periods of absence and any other basic administration cover for administration colleagues as required.
- o Support the Prevention and Early Intervention Team at internal and external events to promote the prevention service.
- o Attend and contribute to line management, annual appraisals and staff meetings.
- o Attend training development events when needed for your own Continued Professional Development.
- o Other ad hoc duties related to the role as necessary and based on the needs of the organisation.

### **Person Specification**

- An empathetic, non-judgmental and compassionate attitude and a genuine desire to support those affected by rape or sexual abuse.
- A track record of working in a helping role would be an advantage.
- A client focused outlook.
- An ability to work in confidential and sensitive settings is essential.
- Have experience of working in an administration/customer service setting.
- Excellent communication, organisational, prioritisation skills and an ability to complete task within the specified timeframe.
- Excellent interpersonal skills, demonstrating an ability to convey warmth, sensitivity and professionalism towards all clients, staff and counsellors, building good working relationships, whilst maintaining boundaries and Safeline's high standards of service.
- The ability to work collaboratively and work using own initiative.
- A team-player with a positive outlook and strong work ethic.
- Good analytical and IT skills.
- An ability to remain calm during busy periods.
- An ability to work adaptively when needed.

*Safeline is committed to the safeguarding of young people and vulnerable adults and adopts strict measures to ensure the safety of its clients. Safeline expects all staff to work within its safeguarding policies and procedures. Safeline welcomes and encourages applications from all genders, cultures and ethnicities.*