



Main Office  
Unit 9, Brewery Yard  
Deva City Office Park  
Salford  
M3 7BB

Registered Office  
P.O Box 4325  
Manchester  
M61 0BG

+44 (0)161 236 2182  
support@survivorsmanchester.org.uk  
survivorsmanchester.org.uk  
Twitter: @SurvivorsMcr  
Facebook: /SurvivorsMcr

# Role Profile

Version: 3.0 | Ratified by People Sub Group: 15.12.20 | To be Reviewed 30.02.22 | Authorised by Chief Executive Officer 15.12.20

**Job Title:** Admin Assistant

**Dept:** Operations

**Salary Rank:** 7

**Salary Scale:** £18,600 - £19,500

**Reports to:** Operations Director

**Direct Reports:** None

## Role Purpose

To provide admin and operational support to the Survivors Manchester OUT Spoken team, to ensure the operational function meets the needs of primary and secondary beneficiaries.

## Main Duties and Responsibilities

- Provide admin function to OUT Spoken Management Team.
- Deliver and maintain daily administration duties.
- Support facilities management.
- Support the financial management of the organisation's operational activities.
- Undertake appropriate processing of relevant client data, from referral to closure, including data reporting as per contractual obligations.

## General Role Requirements

- Positively represent Survivors Manchester at all times and in all environments.
- Play a part in developing and maintaining a respectful and positive working environment across the workforce; and support all colleagues to engage in cross discipline teamworking.
- Participation in the development and implementation of continuous service improvement.
- Accurately record all information in the relevant and appropriate management or storage systems.
- Provide a polite, courteous and professional response to all inbound communications via electronic communications, telephone or in person, accurately recording any messages or follow on actions.
- Be responsible for reporting any concerns for the safety of an individual or damaged/faulty equipment using Survivors Manchester's ratified procedures.

## Organisational Core Responsibilities

- Uphold the 'Statement of Values': *"With transparency, integrity and a commitment to predicting, educating and preventing males from being harmed by sexual violence; whilst offering male victims/survivors the care and compassion needed to cope and recover."*
- Be an active part of supporting the organisation to achieve its aims to break the silence of the sexual abuse, rape and sexual exploitation of boys and men, including challenging myths and stereotypes that can silence male victims/survivors.
- Adhere to strict confidentiality boundaries within your role as you have access to sensitive, restricted and classified information.
- Respect individuals right to anonymity within and outside of the organisation.



- Strictly adhere to all information governance policies and legislation set by the organisation and/or the Information Commissioners Office.
- Fully comply with the organisations policies and procedures.
- Ensure that all quality standard frameworks within the organisation, including the accredited Male Quality Standard, are upheld and not compromised.



# Person Specification

The following attributes are **Essential** for this role:

Registration: Non applicable.

Qualifications: Non applicable.

Knowledge and Experience:

- Experience of supporting operational teams.
- Experience of supporting facilities management.
- Experience of processing data at a strict confidentiality level.

Skills:

- Ability to prioritise own work load with competing priorities.
- Good numerical, written, verbal and interpersonal communication skills.
- Proficient in the use of Microsoft Office Suite, or equivalent, and electronic database system.

The following attributes are **Desirable** for this role:

Registration: Non applicable.

Qualifications: Non applicable.

Knowledge and Experience:

- Experience of supporting a senior leadership team.
- Knowledge and experience of the health and social care or voluntary sector.
- Understanding of issues relating to rape and sexual assault, particularly those relating to boys and men.
- Previous experience of working within a highly confidential setting, adhering to data governance.
- Previous experience of working within the voluntary, community or social enterprise (VCSE) sector.

Skills:

- A commitment to diversity, inclusion and anti-oppressive practice.