



## Job Description

**Job Title:** Reception and Administration Worker

**Salary:** Minimum Wage

**Hours:** 25 hours per week, hours and working pattern will be discussed further at interview

**Location:** NIDAS, Unit 1B, Birch House, Ransom Wood Business Park, Mansfield, NG21 0HJ

**Closing Date:** 12pm Friday 8th December 2023

**Interview Date:** Thursday 14th December 2023

**Apply:** Email [leanne@nidas.org.uk](mailto:leanne@nidas.org.uk) for an application pack - we do not accept CVs

We have an exciting position to join the dedicated team at NIDAS. We pride ourselves on our person-centred approach and we are continually striving to improve, develop, and create services to improve the lives of families affected by domestic abuse. We are looking for a dynamic individual that will provide a non-judgmental, non-directive, emotional and practical support to families in Mansfield and Ashfield.

NIDAS are an independent domestic abuse organisation that are passionate about supporting women and families affected by domestic abuse. We have been operating for over 30 years in the Mansfield and Ashfield district. At NIDAS we take a whole family approach to ensure the best possible outcomes for those that we support.

### About you:

As the first point of contact for NIDAS you will be a dynamic self-starter playing a key role for representing NIDAS. You will have strong organisational skills and work well in a team to ensure families are offered support.

## **Main duties:**

- Answering incoming calls, dealing with enquiries, transferring calls to relevant departments, or taking effective messages
- Dealing with mail either incoming or outgoing
- Dealing with incoming emails enquiries, forwarding to a suitable team member for action
- Note taking at relevant meetings
- Monitoring and ordering office stationery, ensuring the most cost effective methods
- Gaining quotes for products and or services
- Processing DBS checks for volunteers and new starters
- Inputting referral/client information on case management system
- Monitoring referrals figures and updating spread sheets
- General office/administrative duties to support the wider team
- Develop links and partnerships with local services to promote NIDAS
- Work alongside marketing manager to promote the work of NIDAS
- To have continual high regard for the use and communication of client and agency data that complies with the requirements of the General Data Protection Regulation (GDPR)

## **Equal opportunities:**

As an Equal Opportunities and Disability Confident Employer, the organisation welcomes applications from all suitably qualified candidates including those from Black, Asian and minority ethnic (BAME) groups and disabled candidates. As part of our LGBT + Allies Programme, we also welcome applications from members of the LGBT + community and encourage inclusivity in the workplace.

# Person Specification:

<b>Knowledge and experience</b> You are required to have an understanding/experience of:	Essential	Desirable
The impact of domestic abuse on individuals and the whole family		✓
Good standard of Education (G.C.S.E Maths and English Grade C or above)	✓	
Experience of using various Microsoft software packages	✓	
Effective interpersonal, organisational and communication skills	✓	
Equal opportunities and diversity issues in policy and practice	✓	
Experience of monitoring project outcomes		✓
Substantial administration experience	✓	
<b>Skills and abilities</b> You are required to:	Essential	Desirable
Have excellent oral and written communications skills	✓	
Experience of providing support to a busy diverse team and working to tight deadlines	✓	
Have exceptional computer and literacy skills and have experience of using a database to maintain accurate and up-to-date records	✓	
Have excellent communication skills	✓	
Have a commitment and conscientious approach to work with attention to detail	✓	
Be flexible in your approach and be capable of using initiative, tact and discretion	✓	

Personal qualities You are required to:	Essential	Desirable
Strong team player and self-motivator	✓	
Reliable and flexible to changing needs of team and service delivery	✓	
Recognise your limitations and embrace strengths working as part of a wider team	✓	

Other You are required to:	Essential	Desirable
Hold a full driving license, drive a car and hold business insurance to be able to carry out any project work	✓	
Have a flexible approach to work, some work can take place outside normal office hours to meet the needs of the service	✓	
Undertake an enhanced Disclosure and Barring check (DBS)	✓	
Attend training for continued personal and professional development as and when required to meet the needs of the role	✓	

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