

Receptionist & Clerical Support 30 hrs per week

Job Description

Women's Aid ABCLN is a professional, dynamic and energetic organisation providing gold standard support to women and children experiencing domestic abuse.

Job Title: Receptionist & Clerical Support

Responsible to: Finance & Admin Manager

Location: Naomi Centre, Ballymena

Aim of Post: To provide an efficient and effective reception in the Naomi Centre

and give clerical support to other teams across Women's Aid

ABCLN.

Key Responsibilities of the Receptionist / Clerical Support role:

- To meet and greet visitors and service users in a professional, friendly and welcoming manner.
- Receive and process referral requests from professionals, clients, etc.
- Deal with telephone calls and queries, recording queries and calls for staff.
- Prepare rooms for meetings/group work and return rooms to order.
- Assist with administrative tasks such as filing, data entry, word-processing etc.
- Collate records for incoming, outgoing calls, support calls and drop-ins.
- Maintain diaries.
- To provide written reports as required.
- Maintain filing systems.
- General office duties.
- To work alongside volunteers and encourage them in their role, within the organisation.
- Maintain personal professional development to renew and enhance skills.
- Maintain an understanding of issues in relation to domestic abuse regionally, nationally and internationally.

Policies and Procedures

Adhere to policies and procedures.

Health and Safety

• Promote a culture of health and safety, observe all Health & Safety policies and procedures, and complete Health & Safety training as required.

Equality, Diversity and Inclusion

- Ensure all duties are carried out in a manner which adheres to Women's Aid ABCLN Equality & Diversity policies and procedures.
- Respect and value diversity within the local community, recognising the needs and concerns of a diverse range of clients and ensuring services are accessible and equitable to all.

Data Protection

 Adhere to confidentiality and ensure all client information is maintained in accordance with the Data Protection Act and Women's Aid ABCLN's Data Protection policy.

Other Duties

• To undertake any additional duties relevant to the post, as may be specified by your line manager and/or Women's Aid ABCLN Senior Management Team.

Hours of Work: 30 hrs. per week Over 4 or 5 days (Friday cover essential)

Time-in-lieu can be taken for any additional hours worked

Salary Scale: NICVA/NJC Scale 2: £24,027-£24,404 Pro Rata

Women's Aid ABCLN offer a competitive **Benefits Package** including:

- Incremental Salary Scale
- 25 Days Annual Leave increasing to 27 Days after five years' service and 30 Days after 10 years' service, plus 11 Statutory Holidays
- Generous Pension with Employer Contribution of 8% plus Life Insurance
- Enhanced Occupational Sick Pay
- Carers Leave
- Comprehensive Induction & Training
- Regular Supervision

Personal Specification

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Qualifications and Experience	1. 4 GCSE's Grades A-C to include English Language (or equivalent Qualification) OR NVQ Level 2 in Administration (or equivalent Qualification) AND One year's administrative / clerical experience.	Shortlisting by Application Form
	Experience in using Word / Excel / Outlook or equivalent packages Ability to effectively plan and organise own workload	Shortlisting by Application Form Interview
	and to meet deadlines. 4. Excellent team working skills.	Interview
Knowledge / Understanding	An understanding of the General Data Protection Regulation (GDPR) and confidentiality practices, particularly if handling personal or sensitive data.	Interview
Skills and Aptitudes	Strong organisational skills with the ability to manage multiple tasks and meet deadlines.	Interview
	Excellent verbal and written communication skills with the ability to interact professionally with the public, clients, and colleagues.	Application Form
	Ability to handle inquiries and direct individuals to the appropriate person or department.	Shortlisting by Application Form
	Ability to follow instructions and manage tasks accurately and with attention to detail.	Shortlisting by Application Form

	5. Strong listening skills, with the ability to comprehend and respond appropriately to callers' needs.	Interview
Other requirements	Commitment to the vision, mission and ethos of Women's Aid ABCLN.	Interview

February 2025