



## **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.*

<b>Job Title:</b>	Receptionist & Clerical Support
<b>Responsible to:</b>	Finance & Admin Manager
<b>Location:</b>	Naomi Centre, Ballymena
<b>Aim of Post:</b>	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



	5. Strong listening skills, with the ability to comprehend and respond appropriately to callers' needs.	Interview
<b>Other requirements</b>	1. Commitment to the vision, mission and ethos of Women's Aid ABCLN.	Interview

*February 2025*

