

Job Description

Job Title:	Business Support Administrator (Female)
Location:	Barnsley Town Centre
Contract Duration:	To March 2025
Salary:	£23,100 per annum
Hours of Work:	37 hours, Monday to Friday

This post is open to female applicants only *

About BSARCS

In 1987 a small group of women from a variety of backgrounds came together on a voluntary basis with the aim of developing a support service for women and girls in Barnsley. Two years later, they opened a helpline service for women who had experienced sexual abuse, initially operating on a very limited budget and for two hours a week, with no premises of their own and the bare minimum of equipment.

In the years since then BSARCS has grown beyond recognition and in the year 2022/23 we provided specialist therapy, advocacy and support to around 1600 women, men and children who have experienced sexual violence as well as to their relatives.

In the same year, we also delivered specialist training courses to over 600 professionals in the borough.

BSARCS is governed by a Board of Trustees and currently has around 30 individuals working from our Barnsley premises, including our CEO, Business Support Team, Training & Development Team, Adult Services and Children's Services. We also have a growing team of volunteers supporting our work.

We are committed to partnership working and, as a result, our funding streams are diverse, attracting both statutory funding and charitable grants.

Why work for us?

We are an innovative, flexible and supportive employer, committed to the personal and professional development and wellbeing of our employees, offering the following benefits:

- 25 days paid leave plus statutory holidays (pro rata for part time employees)
- Christmas Closure
- A competitive pension scheme
- Westfield Health membership
- Free car parking

We really value our staff team and are constantly looking for ways in which we can better demonstrate this. We also recognise the potential impact of working in this field and provide clinical supervision to all of our employees, irrelevant of their role.

About the role

You will be joining a small but busy team which supports the smooth and efficient running of the organisation. The successful applicant will hold a varied role, providing administrative support to the wider service, and will be accountable to our Business Manager.

In addition to being the first point of contact for both professionals and potential service users, the Business Support team holds responsibility for the Human Resources function of the organisation, its health & safety, finance and procurement, the maintenance and development of our IT systems and data and performance monitoring.

Role specific responsibilities

- Responding to telephone and email enquiries, including taking referrals from professionals and potential service users
- Providing administrative support to the team, including drafting emails and letters
- Issuing service evaluations and the recording/ collation of feedback
- Providing monitoring and performance data reports to the CEO/ Business Manager as required
- Providing ICT support to the wider team
- Administrative duties such as minute taking and post
- Providing support to our Finance Officer, including issuing of petty cash and maintaining financial records
- Monitoring and maintaining supplies and resources
- Supporting the existing Health & Safety framework, including regular testing of equipment

This role description cannot cover every eventuality or task that may arise within this position and the post holder will be expected to carry out other duties from time to time broadly consistent with the role. Although the job description does not form part of an employment contract, any significant departures from the stated responsibilities will be agreed in consultation with the post holder.

About you (person specification):

In order to be considered for this position, your application must show that you have:

- A commitment to improving the experience of our clients
- Excellent communication, literacy and interpersonal skills

- Demonstrable experience of working well within a team
- The ability to work on your own initiative and prioritise your own workload
- Excellent organisational skills and a can-do attitude
- A flexible and adaptable approach to work
- A demonstrable understanding of the importance of confidentiality and data protection
- Excellent numeracy skills and the ability to collect, understand and analyse data
- Good IT and word processing skills, including experience of using Microsoft Word, Excel and Outlook

Ideally, you will also have:

- Experience of working in a similar role
- Experience of working with vulnerable client or in a similar setting
- An understanding of the needs of our client group and an understanding of the impact of trauma
- Demonstrable experience of dealing with clients in crisis or who are experiencing emotional distress

Other information

BSARCS is committed to equal opportunities and welcomes diversity across our services. All of our employees are required to adhere to our Equality & Diversity policies and to challenge discrimination wherever it is appropriate.

We strive to be as inclusive as is possible and look to recruit individuals with the right skills, experience and attitude – we're less concerned with your educational history and qualifications (unless the role requires it).

However, for genuine occupational requirement reasons we are looking to appoint a female only for this post (exemption under the Equality Act 2010 Part 1 Schedule 9); it is also worth noting that our main office isn't suitable for people with limited mobility.

This post is not open to jobshare.