



**JOB DESCRIPTION**  
**Systems Support Worker**  
**(18.5 hours per week)**

**SCALE 5 Pt 22-25 £20 661- £22 658 (pro rata)**

**PRIMARY OBJECTIVES**

- To provide administrative support to the CEO and wider WomenCentre teams
- To support the senior management team with data collection and reporting as required by the contracts and funders.
- To facilitate use of and support staff with databases.
- To support admin volunteers.
- To undertake administration to ensure continuity and effective delivery of the work of the WomenCentre
- To support social media work across the centre

**WORKER'S ROLE AND RESPONSIBILITIES**

- To undertake a range of duties for the CEO that will include typing up minutes from meetings, supporting Quality Assurance work, liaising with Board members, supporting events including the AGM and staff and volunteer conference, booking and setting up for meetings.
- To support senior managers to review data and identify potential amendments to databases; to identify problems and support the managers in finding solutions.
- With senior managers, establish routines and tests to ensure data integrity and quality; carry out audits of the data collection system to support this.
- To prepare data reports, using the databases, for routine reporting to funders which will involve the advanced use of Excel.
- Write and keep up to data guidance notes for staff in using data systems.
- To support the work of the Women Making Changes team including inputting data for monitoring requirements, preparing for meetings and events
- To process referrals from the DV Hub, look up domestic abuse history and email back to the Hub administrator, routinely one day per week and to cover staff leave.
- To process referrals received from outside sources such as the Police, health professionals and children's social care for the Staying Safe Team when covering staff leave.
- To assist with the maintenance of a database of people with whom WomenCentre is working which is able to track their access to services and outcomes and provide key demographic and background information about them.
- To carry out the role of systems administrator to add and remove authorised users.
- To train and support users of the database at induction, desk top or ad hoc support and regular refresher training.
- To liaise with the IT support organisation and system providers.

Across the role you will:-

- Maintain confidentiality at all times and ensure that records are kept in line with WomenCentre policies and procedures and the Data Protection Act
- Undertake word processing tasks.
  
- Attend team meetings and take minutes.
- Answer the phone and take messages.
- Place purchase orders and monitor office supplies.
- Undertake any general administration tasks as required.
- Undertake induction and training as required.
- Undertake any other duties as required; supporting the smooth running of WomenCentre, from an administrative perspective.

### **Supervision & Line Management**

Supervision will be provided by the Chief Executive and supported by the managers of the services for whom tasks are being undertaken.

### **Responsibility for Assets**

Premises, equipment and the post holder will access to confidential and sensitive information

### **Internal Contacts**

Staff, volunteers, Board of Directors, Service Users

### **External Contacts**

Voluntary and statutory agencies, members of the public etc.

**This post is open to women only – Equality Act 2010, Schedule 9, Part 1 applies.**

**This job description is subject to amendment at any time dependent on the needs of the WomenCentre.**