



## WOMEN ENABLING WOMEN

Supporting women to lead safe, independent, thriving lives

Registered Charity No 801433

### Centre Coordinator

**Title:** Centre Coordinator

**Reports to:** Centre Manager

**Salary:** £13.85

**Hours:** 25 per week, spread across 5 days

**Location:** Hillingdon Women's Centre (Will be required to be in office Monday-Friday)

**Contract Type:** Permanent

#### The Role:

We are looking for an empathetic and organised woman\* with excellent communication skills to join our small but thriving, women-only team as a Centre Coordinator. You will be responsible for answering incoming calls, monitoring our email inbox for enquiries and referrals and welcome service users to the centre. Additionally, you oversee the office facilities and inventory and work closely with the Centre Manager to assist with ad hoc administrative duties. You will also work alongside the Development Manager and our Treasurer trustee to manage donor databases. We are a team of feminists and the ideal candidate would be passionate about ending gender-based violence and being part of a collaborative, close-knit team working to support women in our community.

\* Occupational Requirement ([Equality Act 2010, Schedule 9 Part I](#)) applies

#### Key Responsibilities:

1. Act as the centre's first point of contact, ensuring women feel safe and welcomed when they enter the building.
2. Answer incoming phone calls and voicemails from members of the public, potential and existing service users, other agencies and professionals.
3. Actively listen and empathetically respond to women seeking support, identifying their needs to ascertain the relevant service for them.
4. Provide information and basic advice where appropriate (training provided) and inform caseworkers of any conversations.
5. Monitor, label and respond to emails in the main inbox professionally, ensuring all queries are responded to within 2 business days.



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6. Manage incoming professional referrals and allocate some of those cases to the appropriate adviser, updating the referrers on the status of the cases.
7. Manage our service directory and signpost users or professionals to alternative organisations (where appropriate) if our services are unsuitable.
8. Maintain accurate records relating to service user data.
9. Ensuring all necessary sign-in/monitoring forms are completed for each service user who visits the centre.
10. General office and facilities management. Manage inventory and order supplies to ensure smooth office operations.
11. Manage a donor database, maintaining up-to-date records of all donations. Work alongside the Development Manager and Treasurer trustee to send thank-you letters/emails for all donations.
12. Keep donors updated with events and fundraising campaigns.
13. Undertake training sessions to increase knowledge and awareness of Domestic Abuse and other issues that affect our service users.
14. Support the Centre Manager and Development Manager with other administrative duties as required to support the day-to-day operations of the women's centre.
15. Ensure the office is kept tidy and organised and manage the logistics of the office including the cleaning rota.
16. Monitor charity calendar and manage room bookings.
17. Appropriately represent the Women's Centre by adhering to all equality and diversity guidelines and using inclusive language in any public communications.
18. Adhere to office health and safety policies.
19. Comply with all policies and procedures and work within all GDPR guidelines

### Person Specification:

#### Essential:

1. Minimum of 5 GCSE's grade C or above including Mathematics and English Language (or equivalent)
2. Demonstrable experience working in reception or as an Administrator in a busy office environment (minimum 2 years experience)



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3. Excellent interpersonal skills when interacting with people from all walks of life, including service users, professionals, staff, trustees, donors, and members of the public
4. Excellent written communication skills, especially when writing professional emails
5. Excellent verbal skills, speaking clearly and is confident answering telephone calls and taking accurate messages
6. Excellent organisational skills, ability to manage workload and multi-task, shifting priorities when necessary
7. Empathetic and patient when communicating with service users (especially with those who may be in stressful situations and/or do not have English as their first language)
8. Collaborative, team-player; communicative with staff
9. Strong digital skills including the use of Microsoft Excel/Google Sheets or similar platforms and is open to learning new systems
10. Self-starter who can work independently, proactive with tasks, can create solutions to issues that may arise and takes initiative
11. Passionate about women's rights and willing to keep updated about the women's sector and be committed to the values our charity embodies

### Desirable:

1. Good understanding of women's issues and awareness of Domestic Abuse
2. Previous experience working in a charity setting
3. Experience writing reports, basic data analysis
4. Experience in managing a donor database
5. Emergency first-aid training certified
6. Can speak additional language(s)