

**February 2021**

Dear Applicant,

**Women and Girls Network Application Pack for the position of Administration & Bookings Officer**

This pack includes information about WGN, the role of Administration & Bookings Officer and the recruitment process for this position. Further information can be found by visiting [www.wgn.org.uk/support-us/work-with-us](http://www.wgn.org.uk/support-us/work-with-us)

If you would like to apply for this role please return completed Application and Equal Opportunities Monitoring forms by emailing them to [humanresources@wgn.org.uk](mailto:humanresources@wgn.org.uk) by 10am on Friday 26<sup>th</sup> March 2021. Interviews will be held (via Zoom) on Wednesday 7<sup>th</sup> and Friday 9<sup>th</sup> April 2021.

Please ensure you submit a completed Equal Opportunities Monitoring form. WGN is committed to actively promoting equal opportunities in all aspects of our work. To ensure that our selection procedures remain appropriate and fair, we ask all applicants to submit completed Equal Opportunities Monitoring forms. The information provided on this form is confidential, used for monitoring and not selection purposes.

Please note we will not consider:

- Late applications
- CV's
- Application Forms without a completed Equal Opportunities Monitoring Form

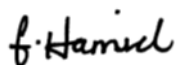
WGN has many people who wish to work with us, so if your application is not shortlisted for interview we hope you will understand why, as a charity with limited resources, we are unable to offer feedback. If you do not hear from us again within two weeks of the closing date, please assume that your application has not been successful this time.

To receive regular information about WGN's services, news and future employment and volunteer opportunities please visit [www.wgn.org.uk](http://www.wgn.org.uk) to sign up for our newsletter or to follow us on social media.

This post is subject to satisfactory references and Disclosure Barring Service (DBS) checks.

Thank you again for your interest in WGN. We look forward to receiving your application.

Yours sincerely,



**Dr Fozuha Hamid**  
**Clinical Manager (MBACP accredited)**

## **Women and Girls Network Information for Applicants**

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Women and Girls Network (WGN) is a pan-London charity which supports women and girls affected by all forms of gender-based violence. WGN's services are aimed at providing a holistic, integrated healing journey that involves the diverse aspects of self: body, mind and spirit. WGN promotes total and sustainable recovery, supporting women who have survived so they can thrive.

Established 1987 WGN celebrated her 30<sup>th</sup> birthday in 2017.

WGN is proud to be a member of the London Violence Against Women and Girls (VAWG) Consortium (Ascent), Angelou Partnership, EAWW Coalition and various other partnerships.

Further information about WGN can be found by visiting [www.wgn.org.uk](http://www.wgn.org.uk) where you can also sign up to receive our regular newsletter or follow us on social media.

### **WGN Services**

#### **Advice**

The Advice Service provides information, advice, advocacy and casework support for women and girls (age 14+) affected by gender-based violence. WGN's Advice Line also offers consultation and support for professionals working with cases involving gender-based violence.

#### **Counselling**

The Counselling Service is provided to women and girls who have experienced any form of gender-based violence. Services are divided into different projects offered in various London boroughs.

#### **Group Work**

The Group Work Service provides a range of groups for women across London.

#### **Independent Sexual Violence Advocate (ISVA) Service**

The ISVA Service supports women who have experienced any form of recent or historic sexual violence, including support going through the criminal justice system.

## **The London Survivors Gateway for Sexual Violence Services**

WGN lead the London Survivors Gateway, a collaboration between the four London Rape Crisis Centre's, SurvivorsUK, Galop, Respond and the Havens. The Gateway provides tailored advice and support on accessing the most suitable services for survivors of sexual violence and abuse in London.

## **Sexual Violence Helpline**

The Sexual Violence Helpline provides emotional and practical support and advice to women and girls who have experienced recent or historic sexual violence. Advice and support is also provided to those supporting women or girls affected by sexual violence.

## **Training**

The Training service provides specialist (including accredited) courses for professionals. The Training Team also offers bespoke courses, Expert Led Seminars and workshops.

## **West London Rape Crisis Centre (WLRCC)**

The WLRCC provides counselling and support for women and girls who have experienced any form of recent or historic sexual violence. Part of Rape Crisis London this service is provided in Brent, Ealing, Hammersmith & Fulham, Harrow, Hillingdon and Hounslow.

## **Young Women's Service**

The Young Women's Service works with young women (11-25 years) who have experienced are at risk of or vulnerable to sexual violence and / or sexual exploitation including those involved in gangs. The service runs support groups and workshops for young women in West London.

## **Administration & Bookings Officer (Female Applicants Only)**

**Starting salary £22,000 per annum | 35 hours per week (full-time)**

**This role will initially be on a remote working basis, changing to office based (across Ealing and Hammersmith & Fulham and involving travel across London) when circumstances allow and as required by WGN's services.**

The Administration & Bookings Officers have day-to-day responsibility for delivering all operational bookings and administration for Women and Girls Network's (WGN) clinical services. They contribute towards the delivery of high quality therapeutic work through the provision of an empathetic, efficient and comprehensive booking service. Administration & Bookings Officers ensure all referral / booking related matters are administered effectively and consult with various managers about any potential barriers to service provision and regarding complex and / or highly sensitive cases. These roles are focused on our Rape Crisis and Ascent Counselling Services but will include cover and support for other WGN services.

Administration & Bookings Officers act as a key point of contact for the organisation and ensure WGN's centres are calm, supportive and welcoming environments for all users. They are responsible for contributing to continuous formal monitoring and reporting processes for services. As with all WGN team members, Administration & Bookings Officers are responsible for actively contributing to a culture which values and respects diversity, learning, improvement, striving for quality and best practice.

We are looking for a highly motivated, organised and skilled individual for this key role, which is essential to the core functioning of the organisation. If you are passionate about working with women and would like to work within an empowering and gender specific / feminist framework we would really like to hear from you.

WGN's employee benefits include: 3% pension contribution, enhanced annual leave entitlement and an Employee Assistance Scheme.

**Please visit [www.wgn.org.uk/support-us/work-with-us](http://www.wgn.org.uk/support-us/work-with-us) to download an application pack. Completed applications should be emailed to [humanresources@wgn.org.uk](mailto:humanresources@wgn.org.uk)**

**Closing Date for Applications: 10am on Friday 26<sup>th</sup> March 2021  
Interviews (to be held via Zoom): Wednesday 7<sup>th</sup> & Friday 9<sup>th</sup> April 2021**

Please note if you have not received a response to your application within 2 weeks of the closing date you can unfortunately assume your application has not been successful on this occasion.

This post is subject to satisfactory references and DBS check.

WGN is an equal opportunities employer.  
The above post is exempt under the Equality Act 2010, Schedule 9, Part 1

## **WGN Administration and Bookings Officer – Job Description**

<b>Job Title:</b>	Administration and Bookings Officer
<b>Team:</b>	Administration & Bookings
<b>Reporting to:</b>	Senior Administrator

### **Overall Job Purpose**

To create a warm, calm and supportive welcome to all callers and visitors to the Women and Girls Network's (WGN) Centres and to provide a range of administrative and facilities support services that contribute to the delivery of high quality, woman centred front line services. To provide appropriate responses to distressed clients coming into contact with the service whilst bringing potential risks to the attention of the Clinical team and / or Service Manager.

This post is focused on the West London Rape Crisis and Ascent Counselling Services but also supports other WGN services.

### **1.0 Reception Duties**

- 1.1 Provide a welcoming, supportive, prompt and informed response to all WGN visitors and callers.
- 1.2 Provide a supportive, sensitive and appropriate response to distressed clients, signposting where necessary.
- 1.3 Respond promptly to all routine enquiries and information requests about WGN.
- 1.4 Log messages and incoming post and distribute to appropriate team members.
- 1.5 Undertake mail-outs, log and post outgoing mail on daily basis.
- 1.6 Ensure telephones are answered promptly during core opening hours.
- 1.7 Provide reception cover on a flexible basis
- 1.8 Carry out regular daily checks to ensure the building is clean and tidy and that rooms are prepared for services, taking action where necessary.
- 1.9 Support staff and volunteers with general enquiries.

### **2.0 Bookings Management**

- 2.1 Take and process client referrals from internal and external referral sources.
- 2.2 Take self-referrals from clients over the phone in a considerate and sensitive way, whilst maintaining all appropriate boundaries.
- 2.3 Liaise with our Senior Clinical Team and signpost / refer clients to appropriate services as advised.
- 2.4 Be responsible for contacting and booking clients for appointments within the required timeframe.

- 2.5 Liaise with referral agencies regarding referrals criteria and provide consistent and timely updates about the outcome of referrals.
- 2.6 Ensure an up to date record is kept of external referral sources for promotional purposes.
- 2.7 Update and maintain the bookings diary systems and rotas to maximise the use of available rooms, workspaces, clinicians and volunteers within the Centres and in satellite venues.
- 2.8 Maintain and manage the waiting list of clinical spaces in consultation with the Senior Counsellors and Clinical Manager.
- 2.9 Ensure accurate and timely data input onto the record management system DPMS.

### **3.0 Administration Duties**

- 3.1 Accurately enter data and update contacts, monitoring and administrative databases.
- 3.2 Produce data / statistics as and when needed by the Senior Leadership Team for monitoring, funding and research purposes.
- 3.3 Provide support to other work areas as required and as requested by your line manager.
- 3.4 Support staff and volunteers with queries regarding administrative databases and process.
- 3.5 Set up and maintain client files ensuring they are stored securely at all times.
- 3.6 Administer a petty cash system and maintaining accurate financial databases.
- 3.7 Maintain and update internal notice-boards
- 3.8 Co-ordinate the delivery of necessary materials and equipment for satellite services.
- 3.9 Responsibility for collating equalities data and client feedback for monitoring.
- 3.10 Archiving client files as required.
- 3.11 Maintaining confidentiality and secure record keeping across WGN databases and server (in accordance with the General Data Protection Regulation 2018), as well as escalating any concerns to the Data Protection Lead within a required timeframe.

### **4.0 Facilities Support**

- 4.1 Update appointments diary / room schedule and rotas for activities taking place in the centres and at satellite venues, including informing appropriate parties of changes to schedules.
- 4.2 Maintain and keep in order supplies, including client resources and stationery within the centres, and ensure appropriate supplies and equipment are available in good time at satellite venues, for internal and external meetings and training / events.
- 4.3 Prepare rooms for counselling / body therapy sessions, meetings and training.
- 4.4 Purchase weekly consumable supplies used by clients and practitioners.
- 4.5 Provide support to WGN's Facilities Manager by booking and monitoring appointments for all relevant building maintenance and health and safety checks, ensuring minimal impact on service delivery.
- 4.6 Provide initial and routine IT guidance as necessary, escalating more complex issues appropriately.

## **5.0 General**

- 5.1 Receive management supervision and support by working closely with your line manager regarding all aspects of the duties and responsibilities as outlined in this job description.
- 5.2 At all times to work to WGN's values and ethos and maintain an inclusive and non-oppressive environment for staff and service users.
- 5.3 Strive to meet and exceed quality standards in relation to every aspect of the work to ensure that WGN maintains its distinctive positive reputation.
- 5.4 Take all possible steps to ensure the safety and confidentiality of service users, staff and stakeholders.
- 5.5 Attend and make best use of support and supervision sessions and training.
- 5.6 Be self-servicing and work flexibly as a member of the team. Be available to work evenings and weekends.
- 5.7 To ensure WGN is compliant with relevant legislation (e.g. General Data Protection Regulation and Health & Safety).
- 5.8 Avoid any action that may cast WGN and / or its activities into disrepute.
- 5.9 Undertake any other duty commensurable with the post as required by your line manager.

Other duties (consistent with the seniority of the post) may be added from time to time to achieve WGN's objectives in consultation with the post holder.

### **Variation Clause**

WGN reserves the right, following full and reasonable consultation with the member of staff concerned, to vary, add or alter the terms and conditions of employment.

### **Flexibility Clause**

In order to deliver services effectively, a degree of flexibility is required and the post holder may be required to perform work not specifically outlined above and / or outside of specified working hours. Overtime will not be paid, TOIL will be accrued for hours worked and staff will be supported to take that time.

### **Exemption**

Due to the nature of the role, we will only accept applications from female candidates. Exempt under the Equality Act 2010, Schedule 9, Part 1



## Administration and Bookings Officer – Person Specification

Requirement		Assessed By
<b>1.0</b>	<b>Experience</b>	
1.1	Experience of providing welcoming reception services.	<b>Application</b>
1.2	Experience of maintaining and developing manual and computerised administration systems.	<b>Application Interview</b>
1.3	Experience of ensuring data is stored securely and confidentially in line with data protection and other legislation.	<b>Application Interview</b>
1.4	Experience of operating and maintaining a telephone network and bookings system.	<b>Application</b>
1.5	Experience of communicating sensitively and appropriately with people from a diverse range of backgrounds.	<b>Interview</b>
1.6	Experience of completing detailed work requiring a high level of accuracy, including data entry.	<b>Application</b>
1.7	Experience of receiving, prioritising and passing on high volumes of information, i.e. post, calls, e-mails	<b>Application Interview</b>
1.8	Experience of managing office supplies and monitoring stock levels.	<b>Application</b>
1.9	Demonstrable track record of combating discrimination and actively promoting equality and good diversity practice.	<b>Application Interview</b>
1.10	Experience of multi-tasking in a fast-paced environment	<b>Application</b>
1.11	Experience of working independently, as well as part of a team.	<b>Application Interview</b>
1.12	Experience of providing practical support to other team members (E.g. remote working, technical guidance etc.)	<b>Application Interview</b>

<b>2.0</b>	<b>Knowledge</b>	
2.1	Understand the impact of, and issues facing women and girls overcoming experiences of gendered violence.	<b>Application</b>
2.2	Advanced level of IT literacy with knowledge of MS Outlook, Word, Excel and Access.	<b>Application</b>
2.3	Knowledge and understanding of safeguarding processes and the importance of adhering to them.	<b>Application Interview</b>
2.4	A commitment to the delivery excellent VAWG services and an understanding of types of support available to women and girls who have experienced gendered violence.	<b>Application Interview</b>



<b>3.0</b>	<b>Skills &amp; Abilities</b>	
<b>3.1</b>	The ability to problem solve and seek appropriate support where necessary.	<b>Application Interview</b>
<b>3.2</b>	Ability to respond sensitively to the experiences of women who have experienced gendered violence	<b>Application Interview</b>
<b>3.3</b>	Ability to reflect on own practice, and to provide and receive constructive feedback.	<b>Application Interview</b>
<b>3.4</b>	Ability to work flexibly and contribute effectively as a member of a busy service team.	<b>Application Interview</b>
<b>3.5</b>	The ability to manage sensitive information confidentially.	<b>Application</b>
<b>3.6</b>	A high level of written, verbal and numeracy skills.	<b>Application Interview</b>
<b>3.7</b>	Well developed interpersonal skills, with the ability to build cooperative and constructive professional relationships with a wide range of people.	<b>Interview</b>

<b>4.0</b>	<b>Personal Qualities</b>	
<b>4.1</b>	Commitment to challenging social attitudes and structures which result in the prevalence of violence against women and girls.	<b>Application</b>