



# LANCASHIRE WOMEN

*are hiring*

## Our vision

Where all women and girls in Lancashire are valued and treated as equals.

## Our mission

To empower women and girls to be able to transform their lives by bringing them together to

- find their voice
- share experiences and understanding
- develop their knowledge and skills
- challenge stereotypes and misconceptions about them

...so that they can have choices in becoming the individuals they want to be.

**Receptionist/Administrator  
Preston Centre**

# About us

Operating for over thirty years, Lancashire Women (LW) provide a network of five female only centres to provide safe, dedicated female only space for women across the county. We provide a 'One Stop Shop Service' for women, bringing together a range of services under one roof, designed to support women who at any one time may be facing a range of issues including social isolation and exclusion, homelessness, poverty, mental ill health, or offending behaviour.

Our services are available to all women, but in particular we work with those who find themselves in situations which can increase their vulnerability or place them at significant risk of harm - and who are often facing multiple and complex needs. Following a period of significant growth, we are looking ahead to ensure that our services continue to meet women's needs and retain women's voices and experiences at the heart of their design.

Whilst our delivery draws upon three decades of practical experience in supporting women - and is an approach recognised nationally for its effectiveness and impact - we are working hard to ensure that we continue to innovate in our use of knowledge, data, resources, collaboration and service design techniques to allow us to develop the most effective services for women and girls in our community.

## Our values

- **Empowering:** we work to build on the strengths that all women & girls have so that they can become more confident, especially in controlling their own life and claiming their rights.
- **Non judgemental:** we accept each woman exactly as they are and genuinely make no moral judgement about their situation.
- **Honest:** we try to be real with all the women & girls we work with so they can have choices about their lives knowing that they will need courage to make changes that will benefit them and those around them.
- **Creative:** in our approach to supporting women & girls and seeking solutions with them for the challenges they face.
- **Collaborative:** we know we learn more and can achieve more when we work together.

## Overview of the role

This is an exciting opportunity to join Lancashire Women where you will be responsible for being the first point of contact for visitors to the centre.

You will complete general administration duties associated with working in a busy office including providing administrative support and data input for members of staff working at the Centre and also support volunteers and other projects as required.

# Main duties

## Key Responsibilities

- Support the centre facilities management including Health & Safety checks, stationery and other centre specific responsibilities
- Support the Centre Manager in the daily running of the centre
- To answer telephone calls, take messages and signpost callers onto the relevant department
- Check answerphone for messages and distribute to staff every morning
- Ensure effective management of appointment and room booking systems
- Ensure rooms are adequately stocked and set out as required
- Taking minutes for meetings when requested
- To work flexibly as and when required and provide admin support to other team members where necessary
- To work within the policies and procedures of Lancashire Women and uphold this ethos at all times

## Specific Responsibilities

- Take ownership of data input for assigned project - ensuring quality and accuracy of data
- Proactively identify and highlight any gaps in data to project managers
- Cross skill on other projects to provide support and back up to other administrators
- Control input of project specific information onto the required system and liaise with relevant Project Leads to ensure the correct information is captured in line with the reporting needs

This job description is not intended to be exhaustive. The post-holder will be expected to adopt a flexible attitude to the duties which may have to be varied (after discussion with the post holder) subject to the needs of the service, and in keeping with the general profile of the post.

# About you

- ☆ Demonstrated capabilities to manage own workload and make informed decisions in the absence of required information, working to tight and often changing timescales
- ☆ The promotion of equality of opportunity and good working relationships
- ☆ A pleasant and confident telephone manner
- ☆ Friendly and professional

# Your knowledge, training and experience

- ☆ Previous work experience in an administrative assistant post
- ☆ An understanding of the work of Lancashire Women
- ☆ Ability to demonstrate good standard of literacy and numeracy
- ☆ Able to demonstrate excellent IT skills including programmes on MS Office Suite
- ☆ Skilled in using Internet and Email
- ☆ Able to collate figures and prepare monthly statistics
- ☆ Able to demonstrate the ability to organise and maintain filing systems
- ☆ Organised, and able to work to a routine to meet deadlines
- ☆ Customer care skills

## HOW you can apply...

Further details about the role & to complete the application form can be found on our website [lancashirewomen.org/careers/careers](http://lancashirewomen.org/careers/careers).

If you'd like an informal discussion about the role prior to applying please email us at [Recruitment@lancashirewomen.org](mailto:Recruitment@lancashirewomen.org)

## Closing Date: ↘

Friday 24th May at 12noon

Interview date: Thursday 30th May 2019.

## WHY we are great to work for...

- A chance to work in a rewarding, ethical and agile environment where every day you are really making a difference to the lives of women and girls.
- Employer Pension Scheme.
- Flexible working / work life balance.
- Childcare vouchers.
- Be involved in an organisation which put service users and co design at the centre of all we do.

## Salary & More Information

- £16,071 per annum
- Preston Centre
- 37 hours
- Permanent

**We have big plans and there will be challenges along the way.**

**Do you have the energy, knowledge and creativity to meet those challenges?**

### Head Office

21-23 Blackburn Rd,  
Accrington  
BB5 1HF  
0300 330 1354

### Centres in:

Accrington  
Blackburn with Darwen  
Blackpool  
Burnley  
Preston

### Outreach activity in:

Blackburn with Darwen  
Chorley  
Lancaster  
Skelmersdale  
Kendal  
HMP Styal  
Cumbria

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