

**new dawn  
new day**

a brighter future for women

# Job applicant information pack

**Operations Administrator**  
(Female\*)



*\*Due to the nature of our work this is a genuine occupational requirement - Equality Act 2010, Sch 9, Pt 1, Para 1*

**We believe that all women and girls have the right to reach their potential and to live their lives free from poverty and violence. We are passionate about what we do. We know it makes a difference.**

Through our work we know that women and girls affected by poverty, trauma and abuse have the potential to transform their lives. We support them by providing a safe environment and high-quality gender-responsive and trauma-informed support.

**New Dawn New Day** has worked to promote women's wellbeing for over 30 years and delivers a range of services designed to meet the needs of women and girls, particularly those who have been impacted by trauma.

**We are committed to...**

- Improving women's health and wellbeing, particularly those who face severe and multiple disadvantage or who are victims and survivors of abuse and trauma.
- Improving disadvantaged women's social and economic circumstances.
- Enabling greater social inclusion for women with who have multiple unmet needs.

**We will do this by...**

- Ensuring that women have opportunities to enhance their health, wellbeing and personal development as well as their economic and social circumstances.
- Developing quality early intervention services that work with women who are at risk of violence, abuse, exploitation and involvement in the criminal justice system.
- Offering holistic, wraparound, gender-responsive support to meet the multiple needs of women.
- Ensuring our services are trauma-informed and responsive.
- Influencing policy and practice to create improvements in services for vulnerable women.
- Being a collaborative, enterprising, sufficiently resourced and sustainable organisation.

**The following principles underpin our work...**

- All women have the right to live their lives free from poverty, violence and oppression.
- Women affected by poverty, trauma and abuse have the potential to transform their lives through the provision of a safe environment and high quality, gender-responsive, trauma-informed support.
- Women have the right to expect accessible, appropriate and timely support to address their individual needs.
- Women have many needs and no one service can meet the needs of any one woman. We must therefore actively collaborate and work in partnership with other agencies to enable a co-ordinated package of support to be provided.
- Women using our services have the right to have their say in how these services are run and become involved in the development and delivery of these services.

## Operations Administrator

The role requires someone who can hold a calm, welcoming presence at reception while also managing a range of administrative tasks behind the scenes. Many of the women accessing our services arrive feeling anxious, overwhelmed, or unsure of what to expect. Your ability to offer a friendly, non-judgemental greeting and clear information will be key to helping women feel safe and supported from the moment they arrive.

Alongside reception duties, you'll support wider organisational systems and processes, including logging referrals into our CRM system, managing incoming communications, booking appointments, and maintaining office supplies and equipment. You'll help to uphold NDND's health and safety procedures, including our Covid policy, and ensure our centre remains a clean, calm, and professional environment for staff and service users alike.

This is a varied and rewarding role that requires strong organisational skills, attention to detail, and a proactive, can-do approach. You'll work closely with our Senior Administrator and Business Manager as part of a small, supportive team, and will play an essential role in keeping our operations running smoothly.

We're looking for someone with strong communication skills, confidence using Microsoft Office and digital systems, and a commitment to trauma-informed, person-centred ways of working.

## Salary and Benefits

<b>Salary</b>	£ 25,212 Full Time
<b>Annual leave</b>	25 days, plus 4 extra days Christmas plus Bank Holidays (Pro-Rota equivalent)
<b>Pension</b>	Workplace pension scheme offering 6% employer contribution.
<b>Contract</b>	Permanent (subject to continued funding)
<b>Reporting to</b>	Business Manager

### Other benefits

We offer a highly supportive workplace culture, committed to supporting you with your personal and professional development, which offers regular support through training and trauma-informed reflective practice with senior colleagues.

## Job Description

### On a day-to-day basis the role involves:

- Cover reception duties, welcoming visitors and managing telephone and electronic enquiries.
- Support with the safety of the building and maintain office inventory.
- Receive, process, and upload client referrals and maintain client records accurately.
- Send appointment letters and ensure client cases are properly closed.

- Support HR processes including staff onboarding, maintaining sickness and leave records, and managing training logs.
- Enter invoices, track petty cash, and assist with procurement and supplies ordering.
- Log and assist with IT issues, manage shared inboxes and booking systems, and support staff tech queries.
- Maintain facilities-related tasks such as room bookings, equipment checks, and repair logging.
- Assist with data validation, social media content, website updates, and general organisational communications.
- Assist with health and safety responsibilities
- Provide general admin and staff support, contributing to smooth daily operations.
- Work to support communications and social media

## **Major Tasks**

- Reception and Enquiries
- Client Systems Support
- HR & Staff Admin
- Finance and Procurement
- IT & Systems Support
- Facilities & Health and Safety
- Communications & Support

### **1 Reception and Enquiries**

- 1.1 Cover reception duties, including welcoming and assisting visitors to the building.
- 1.2 Handle telephone and electronic enquiries promptly and professionally.
- 1.3 Ensure out-of-hours voicemail is activated and respond to voice messages as appropriate.
- 1.4 Manage volunteers working on reception, providing guidance and support as needed.
- 1.5 Arrange taxis, travel, and accommodation for staff and service users when required.

### **2 Client Systems Support**

- 2.1 Receive and process client referrals efficiently and sensitively.
- 2.2 Upload referral details and client information accurately into the database.
- 2.3 Send out appointment letters and communications to clients promptly.
- 2.4 Set up new client records within the database, ensuring all relevant information is logged.
- 2.5 Carry out thorough checks to confirm all client forms are completed and cases properly closed.
- 2.6 Liaise regularly with the wider team regarding client records to ensure up-to-date and coordinated case management.

### **3 HR & Staff Admin**

- 3.1 Support onboarding through data entry, induction materials and HR system updates
- 3.2 Support with completion and filing of DBS checks and new employee forms
- 3.3 Maintain records for sickness and annual leave (checking and logging)
- 3.4 File and monitor reflective practice and supervisions attendance
- 3.5 Assist with coordination of annual training cycles and mandatory training records
- 3.6 Attending Board Meetings and taking minutes to be circulated to the Board of Trustees

### **4 Finance and Procurement**

- 4.1 Enter and upload invoice proofs, receipts and petty cash records
- 4.2 Help track spend and input petty cash analysis data
- 4.3 Support ordering of day-to-day supplies and donations management
- 4.4 Assist in supplier procurement data entry and comparisons

### **5 IT & Systems Support**

- 5.1 Log IT issues and assist with staff tech queries
- 5.2 Support system setup with on-site help
- 5.3 Manage shared inboxes and booking systems
- 5.4 Support training documentation and tracking in shared folders
- 5.5 Support database and staff access across all systems
- 5.6 Review internal admin templates, booking forms, and safeguarding records
- 5.7 Support with telephone, broadband and mobile service contracts

## **6 Facilities & Health and Safety**

- 6.1 Maintain room bookings, printer logs, and co-location records
- 6.2 Support with fire drill logging and equipment checks
- 6.3 Log and monitor repair issues and escalate to Senior Administrator
- 6.4 Help with housekeeping checks and data retention updates
- 6.5 Support Senior Administrator with health & safety compliance

## **7 Organisational Support**

- 7.1 Support annual data validation processes
- 7.2 Assist with data reports and form checks
- 7.3 Monitor social media calendar and provide basic content support
- 7.4 Support to make basic updates to the organisations website
- 7.5 Help with external communications and responding to general enquiries
- 7.6 Provide general staff support and occasional reception cover

## **8 Other (Core Criteria for all Staff)**

- 8.1 To actively promote the new Dawn New Day's aims and objectives and to ensure that all contacts with external agencies and individuals accessing our services fully reflect the professional approach of the organisation.
- 8.2 To attend events and activities to promote NDND's services for women.
- 8.3 To strive towards achieving personal and organisational performance targets
- 8.4 To work flexibly and as member of the team and to contribute to the smooth running of the organisation, including the sharing of relevant information and expertise.
- 8.5 To make full use of regular supervision sessions, to attend and contribute to staff meetings and to participate in relevant training.
- 8.6 To contribute to overall quality assurance procedures and improvement plans.
- 8.7 To contribute to the development of services and support the development of the organisation's overall business plan.
- 8.8 To work occasional unsociable hours as required.
- 8.9 To complete any other duties and responsibilities as requested which are commensurate with this post.

## Person Specification

### Essential Skills, Knowledge, Abilities and Experience

We consider the following to be the **minimum** level of skills and experience required for this role:

- Previous experience working in a reception, administration or front-of-house role (paid or voluntary)
- Ability to provide professional, welcoming and responsive customer service to all visitors and callers
- Confident verbal and written communication skills, including the ability to adapt tone appropriately for different audiences
- Strong IT skills, including experience using Microsoft Office (Word, Excel, Outlook) and confidence learning new systems such as CRM databases
- Excellent organisational skills, with the ability to manage competing priorities and maintain attention to detail
- Ability to work effectively as part of a team, taking direction from multiple colleagues and balancing a varied workload
- Ability to maintain clear professional boundaries while building rapport with service users who may be distressed or anxious
- Ability to remain calm and solution-focused when dealing with unexpected situations or challenging behaviour
- Commitment to handling confidential and sensitive information securely and in line with GDPR requirements
- Ability to ask for support when needed, care for your own wellbeing, and contribute positively to team resilience
- Ability to reflect on experiences, learn from feedback, and adapt practice accordingly

### Essential Personal Qualities

The following personal qualities and attributes are considered essential for this role:

- Committed to New Dawn New Day's vision, mission, aims and objectives.
- Compassionate and non-judgemental.
- Tenacious and resilient.
- Self-aware and able to recognise and manage the impact of working with people who have experienced trauma.
- Collaborative and able to support others.
- Creative, solution focussed and committed to learning through continuing professional development and supervision.
- Committed to promoting equality and diversity.
- Willingness to be flexible and make changes in response to evaluation, learning and feedback.
- Confidence in communicating with people from a wide range of backgrounds.
- Empathy, compassion, and humour.

- Ability to deal with feedback and constructive criticism.

## Desirable Criteria

The following skills, experience and knowledge are considered **desirable** for this role:

- Experience using CRM systems or case management software
- Basic understanding of the impact of trauma and how this may affect behaviour and engagement
- Experience or awareness of issues affecting vulnerable women, including mental health, homelessness, substance misuse, domestic abuse, sexual violence, or financial hardship
- Confidence managing a busy reception space and multitasking under pressure
- Experience working or volunteering in a frontline, community or charity setting
- Understanding of trauma-informed or person-centred approaches (or willingness to learn)
- Qualification in business administration, customer service, or a related field (or equivalent experience)
- Experience supporting operational systems such as HR, finance or facilities (not essential)

## How to Apply

Please send us a CV setting out your employment history and qualifications and alongside a personalised covering letter in support of your application demonstrating how you meet the skills, competencies and personal qualities as set out in the person specification.

Please also ensure that you provide the details of 2 referees, one of which must be your previous or current employer. At least one referee must be able to comment on your suitability to work in this role at New Dawn New Day.

Please send your completed application to [hayley.taylor@ndnd.org.uk](mailto:hayley.taylor@ndnd.org.uk) with "Operations Administrator" in the subject line.

## Important Information for Candidates / FAQs

### I'd like more information – is there anyone I can speak to ?

We usually have a large volume of requests for application packs and, as a busy organisation, we may not always have a member of staff available to speak to you in person. We hope the application pack will provide you with sufficient information to enable you to decide whether to apply for the position.

We therefore urge you to read the pack carefully before contacting us in person. If you have any outstanding queries then please contact us directly and we will do our best to deal them.

### You're a women's organisation – can only women apply for this post ?

Applications are welcome from all sections of the community from suitably qualified and experienced candidates. **We will always be clear when a post is available to women only** and this will be specified in the advertisements and application packs. We are only able to advertise a post exclusively to women when there are grounds for exemption under the Equality Act. All candidates will need to demonstrate that they are committed to women's empowerment and the aims and values of New Dawn New Day Ltd.

### How do you decide on essential and desirable criteria for the post ?

Once a job role is agreed we set about determining what qualifications, experience, skills, knowledge and personal attributes are required to undertake the role. These criteria are then selected as "essential" or "desirable". Essential criteria are those skills, qualities, qualifications etc which we deem to be the **minimum** required to effectively perform the role. Desirable criteria are those attributes we would ideally like the candidate to possess.

### How will you shortlist my application ?

We will select your application for shortlisting based on your **ability to meet the criteria outlined in the person specification**. The shortlisting process will be carried out by the recruitment panel and applications are shortlisted through a scoring process.

### I don't meet all of the essential criteria – will you still shortlist me ?

Unfortunately, **only candidates meeting the minimum essential criteria will be considered for the post**. It is worth going through the person specification in detail to ensure that you meet these requirements **before** applying as this will save you considerable time and energy. We are very keen for candidates to think about their transferable skills and knowledge (ie skills and experience they have utilised in other roles) however these need to be appropriate and relevant.

### If I meet all the essential criteria does this mean that I am guaranteed an interview ?

The ability to meet the essential criteria will **not** guarantee your application will be shortlisted. In cases where we have many candidates meeting the minimum criteria, candidates will be selected on their ability to exceed the minimum requirement.

### Should I fill out the application form electronically or on paper ?

All forms should be **submitted electronically**. We expect all staff to be able to use a computer, Microsoft Word and be able to send email. If you have access needs that require you to apply by an alternative method then please contact us to discuss this.

**Who should I put down as a referee on the application form ?**

All posts are offered subject to us receiving 2 satisfactory references, **one of which must be your current or most recent employer**. Your previous employer will be asked to provide confirmation of your previous role. They will also be asked information about your performance in that role and to comment on your ability to fulfil the role you have applied for. They will also be asked about other issues such as attendance, punctuality etc. If you are unable to provide us with suitable and appropriate references **the offer of employment will be withdrawn**. If you are unable to provide a reference from a previous employer you will need to **explain your reasons for at the earliest opportunity**.

**I do not want my current employer to know that I am applying for this post – how will you go about getting a reference ?**

References are usually only requested when an offer of employment is made. We will not contact either of your referees without your express permission.

*We hope the above answers any questions you may have about the post. If you feel you would be a suitable candidate then please fill out the application. Good luck with your application - we very much look forward to hearing from you !*