Dear Applicant

Thank you for your interest in the vacancy for the post of Administrative Officer**.**

This application pack includes

* Information for applicants
* Job Profile
* Person Specification
* Application for employment

When completing the application form please relate your application to the requirements stated in the advertisement, job profile and person specification, as shortlisting for interview is dependent on the extent to which your application matches these.

Please complete the application form in full. Please do not include any additional documentation such as a Curriculum Vitae, as we require your information to be in a standard format on its own application form.

Your completed application form should be returned marked ‘application form’ and the title of the post that you have applied ‘Administrative Officer’ and emailed to [helen@manchesterrapecrisis.co.uk](mailto:helen@manchesterrapecrisis.co.uk) or you can post in a sealed envelope marked “Private & Confidential” to Alison Lloyd, GMRC, 73 Ardwick Green North, Manchester, M12 6FX

Closing Date is **12pm Friday 1st August**

Interviews to take place week commencing 11th August 2025

**Late applications will not be accepted.**

Unfortunately, we are unable to write to applicants who are not shortlisted. Should you not hear from us by you should assume that on this occasion your application has been unsuccessful.

Yours Sincerely

**Alison Lloyd**

**CEO**

**OUR APPLICATION AND OUR RECRUITMENT PROCESS**

GMRC’srecruitment policy intends to ensure that every applicant is treated fairly. This means that we are not able to consider previous applications or personal knowledge of you. It means that if you already work forGMRC, we do not consider your personal file.

The information you provide in your application form is the only information we will use in deciding whether you will be shortlisted for the interview process. Your application form is therefore very important, and the following advice is designed to help you complete it as effectively as possible.

**Using the person specification**

The **person specification** is the list of criteria or requirements regarded as necessary for the post. To be considered for an interview you must fulfil each point of the person specification, demonstrating your abilities by telling us about your experience.

Before you fill in the application form look at the person specification and decide how to relate your skills, knowledge and experience to each point. Try not to repeat yourself by using just one area of your experience to cover more than one requirement. Draw upon your past and present jobs or interests; you may discover you have a broader range of skills than you imagined.

Give examples of the work you have been involved in and write in a positive way (e.g., I was responsible for …… I organised…. etc) Always remember to specify your own responsibilities rather than those of your section or department. The most important thing is to tell us - we are unable to guess or make assumptions.

Remember that voluntary work or work at home is as valuable as paid employment. It is important that your application relates to the job you are applying for.

**Completing the application form**

Application forms should be filled in as completely and as clearly as possible so that we can consider all candidates on the same basis.

Make sure you complete the form clearly and type it or use dark ink (black ink shows up best when photocopied). You may wish to continue your application on one or more separate sheets, which should be attached to the application form. The additional information section should contain no more than 750 words.

In completing the references section, please give as your referees your current and most recent employers where possible.

Please send your form on time. **Closing Date for Applications: 12pm Friday 1st August 2025**

Completed applications must be emailed to [helen@manchesterrapecrisis.co.uk](mailto:helen@manchesterrapecrisis.co.uk)

or posted marked “Private & Confidential” to Alison Lloyd, **GMRC** (Recruitment), 73 Ardwick Green North, Manchester M12 6FX

**Shortlisting**

After the closing date, the application forms are read very carefully to see how each person’s skills and experience relate to the skills and experience in the person specification, and applicants who meet these requirements are shortlisted for interview.

**Only information contained in the application will be considered in making the decision to shortlist.**

**Interviews**

The interview panel will consist of representatives from GMRC. Questions are intended to allow you to expand on your application and to show the panel how far you meet the essential and desirable requirements of the post**.** You will have the opportunity to ask questions about the job, conditions of service etc.

Panel members must keep a record of their assessment of each candidate so that the reasons of their decision are clear and consistent. You should therefore not be worried about the panel taking notes.

The interviews are planned for the week beginning 11th of August 2025

**Administration and Allocations Coordinator Officer**

**Job description and person specification**

**Main purpose of job:** To manage GMRC office systems and provide support for services, activities and communications across the organisation

**Reporting to**: GMRC Management Team, GMRC Trustees

**Start date:** As soon as possible (subject to Enhanced DBS Check and satisfactory references).

**Salary:** £27300 per annum (1-year contract with possibility of extension)

**Hours:** 35 hours per week (exact hours to be agreed).

**Place of work:** To work flexibly at GMRC premises in Central Manchester.

This post predominantly involves Face to Face delivery of services.

**Holiday:** 30 days per year pro-rata if Part Time.

**To apply**: Please complete the application form explaining how your skills and experience relate to the person specification.

Applications must specifically address **each essential and desirable criterion**, giving evidence from previous experience or qualifications.

**Start date:** As soon as possible, subject to receipt of satisfactory references and enhanced DBS check.

**This post is restricted to women applicants under the Equality Act 2010, Schedule 9, Part 1.**

**About GMRC**

GMRC is a registered charity that has been working withvictims and survivors of sexual violence and child sexual abuse, providing independent, specialist support and promoting and representing their rights and needs since 1978.

During the COVID-19 crisis, GMRC continued to provide a range of remote services and limited face-to-face support.

**Administration and Allocations Coordinator**

**Job Description**

**Job Title:** Administration and Allocations Coordinator

**Salary £27300 – 35 hours per week**

**Reports to:** Chief Executive Officer

**Role Purpose**

To provide administrative services and support allocation of clients to ensure the delivery of support services and effective data management

**MAIN DUTIES AND RESPONSIBILITIES**

* To ensure accurate and timely record-keeping and data input onto relevant databases/systems, including data management, regular gap checking and reminders
* Providing training as needed for all workers on office and on-line systems.
* Extracting data and reports (including social media, excel, client and supporter databases)
* To produce regular communications for clients and supporters, including to lead on producing newsletters and social media
* To ensure compliance with GMRC and related legislative policy and practice, including confidentiality and data protection
* To provide regular cover for the office and core services, including supporting frontline workers delivering counselling and other support services
* Ensure welcoming, supportive and sensitive communication with all clients, including vulnerable clients
* With other GMRC workers, maintain a clean, safe working environment, and act as a key holder
* To work within GMRC policy and practice
* To work flexibly and carry out other work up to a level commensurate with the responsibilities of the post, as required by the Centre Manager
* Where required attend meetings to take notes and draft minutes

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| **General:**   * Greater Manchester Rape Crisis is committed to Equal Opportunities for all present and potential members of staff and clients. GMRC expects all employees and volunteers to understand, support, and apply this policy through their working practice, which requires all individuals to be treated with respect, dignity, courtesy, fairness and consideration |
| The post holder will be expected to   * keep themselves up to date on all matters relating to GMRC’s procedures and policy. * familiarise themselves with matters relating to health and safety management as they affect them personally and/or GMRC, reporting any potential risks to life or property immediately in accordance with the GMRC’s Health and Safety policy and procedures. They must use all equipment provided to undertake their role safely | |

* be an active part of supporting the organisation to achieve its aims including challenging myths and stereotypes that can silence victims/survivors.
* adhere to strict confidentiality boundaries within your role as you have access to sensitive, restricted and classified information.
* respect individual’s right to anonymity within and outside of the organisation.
* strictly adhere to all information governance policies and legislation set by the organisation and/or the Information Commissioners Office.
* fully comply with the organisations policies and procedures.

**Person Specification**

This brief specification describes the knowledge, skills and experience required to perform the job effectively – please see full job description enclosed in this pack for full requirements.

You will be required to address each criterion in the job description when completing the

application form and will be required to produce evidence where appropriate.

|  |  |
| --- | --- |
| **Essential** | **Desirable** |
| **Experience** | |
| Office management, including developing/implementing office systems | Events administration |
| Relevant experience with databases, including - maintaining, extracting data and reporting relevant information |  |
| Confidential record keeping | Accurate financial record keeping and working within financial policies and procedures |
| Working/direct interaction with survivors or vulnerable clients |  |
| Working in the voluntary sector, paid or unpaid | Managing and supporting volunteers. |
| Ability to take concise notes  within meetings. |  |
| Using Social Media | Producing newsletters for an organisation |
| **Knowledge and Skills** | |
| Ability to work as an effective team member and to work on own initiative |  |
| Knowledge of and competence in IT (including Microsoft Office) and the ability to keep accurate records and use databases | Knowledge of GDPR |
| 5 GCSE qualifications at grade C or above, or equivalent |  |
| Ability to organise work load and priorities to deal effectively with competing demands |  |
| Ability to work with and support volunteers and frontline workers |  |
| Ability to produce communications for a range of audiences | Ability to research, write and create content for newsletters and social media  Use of Publisher and Photoshop |
| Ability to communicate effectively and sensitively with survivors or vulnerable clients |  |
| Flexible approach to role, and ability and willingness to respond to changing needs and operational requirements |  |
| A responsible, proactive, can-do attitude |  |
| Understanding of and commitment to equality and diversity |  |
|  | Knowledge of the aims and focus of the Rape Crisis movement |

**Application For Employment**

|  |  |
| --- | --- |
| **Post for which you are applying:** |  |
| **How did you learn about the post?** |  |

**Personal Details**

|  |  |  |  |
| --- | --- | --- | --- |
| **Surname:** |  | **Preferred Title:** |  |
| **First Names:** |  | | |
| **Address:** |  | | |
|  | | |
| **Tel No. Eve):** |  | **Tel No. (Day):** |  |
| **Email:** |  | | |
| **Mobile:** |  | | |

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| **hINTS AND TIPS ON COMPLETING THIS FORM**   * Please note CVs are not accepted * We wish to ensure that comparison between applicants is fair and in line with the GMRC Diversity and Equality Policy. The information you provide on this form together with your personal statement will be used in deciding whether you will be short listed for an interview. It is therefore essential that you complete the form fully and that you clearly demonstrate how you meet each point on the person specification. * You should use the points in the **job description** enclosed with this pack as headings when filling in the section of the application form that says ‘personal statement’ or if you prefer to write a paragraph on each criterion. * It is the applicant’s responsibility to ensure that completed application forms are received by the closing date. * **Please write in black ink.** |

**Educational Qualifications**

|  |  |
| --- | --- |
| **Relevant Qualifications obtained**  **Certificates, diplomas, degrees etc.** | **Date** |
|  |  |

**Training Courses**

|  |
| --- |
| **Give brief information about any relevant training courses you have attended together with dates.** |

**PRESENT OR MOST RECENT EMPLOYMENT**

|  |  |
| --- | --- |
| **Date of Appointment:** | **Date Left (if applicable):** |
| **Salary:** | **Post held:** |
| **Period of Notice required:** | |
| **Please give a brief description of your duties and responsibilities** | |
| **Reason for leaving (if applicable):** | |

**Previous Employment and Voluntary Experience**

Include **all paid employment and dates** and any voluntary work **relevant** to your application and reason for leaving

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**References**

Please give details of two people not related to you who may be approached for references. You should include your current or most recent employer.

|  |  |
| --- | --- |
| **REFERENCE 1** | **REFERENCE 2** |
| **Name:** | **Name:** |
| **Address:** | **Address:** |
| **Telephone No.** | **Telephone No.** |
| **Email:** | **Email:** |
| **Occupation/Relationship:** | **Occupation/Relationship:** |
| **PERSONAL STATEMENT**  Please write a personal statement of not more than **750** words which covers (Max 2 x A4 sides)   * Why you are interested in the job * Your skills, experience and knowledge in relation to the Person Specification. * Short-listing will be based on the degree to which you match the qualities in the Person Specification. You must address each point on the Person Specification (you can use numbering if you find it advantageous).   **N.B. If needed please write on an A4 piece of paper and attach it to the form.** | | |

**I confirm that, to the best of my knowledge, the information given in this application is correct and that I am legally entitled to take employment in the UK.**

Signature: Date:

**Equal Opportunities Monitoring Form**

Greater Manchester Rape Crisis values diversity promotes equality and challenges discrimination. We encourage and welcome applications from women of all backgrounds. This post is exempt from the Rehabilitation of Offenders Act Posts will be subject to an enhanced DBS check and open to women only.  *Genuine Occupational Requirement (GOR), Schedule* *9 (Work; Exceptions), Part 1 (Occupational Requirements), of the Equality Act (2010) applies.*

GMRC wishes to monitor the effectiveness of its Equal Opportunities Policy and ensure that no direct or indirect discrimination is taking place. In order to help us do this we would like you to complete this form.

**This form will be detached from your application form and will not be used to influence the selection process in any way.**

Do you consider yourself disabled?

Yes No

Do you require any reasonable adjustments to support you during the recruitment process, if successful to interview, in workplace?

*(This may include adjustments for disability, neuro divergence, or long term health conditions).*

How would you describe your ethnic background?

*(Optional. This information is confidential and collected for equal opportunities monitoring only.)*

* White – British/Irish/Other
* Black or Black British – African/Caribbean/Other
* Asian or Asian British – Indian/Pakistani/Bangladeshi/Chinese/Other
* Other Ethnic Groups: Arb, Other Ethnic group
* Prefer not to say

How would you define your sexuality?

*(Optional. This information is confidential and collected for diversity opportunities monitoring only).*

* Heterosexual
* Lesbian
* Bisexual
* Asexual
* Queer
* Prefer to self-describe
* Prefer not to say

Which age bracket do you fit into?

|  |  |
| --- | --- |
| 18-25 |  |
| 26-35 |  |
| 36-45 |  |
| 46-55 |  |
| 56 -66 |  |

**Criminal Conviction Declaration Form**

Please complete this declaration.

GMRC welcomes applications from ex-offenders and will only consider an applicant’s criminal record where the conviction is relevant to the post. This post is subject to a Disclosure and Barring procedure. All employees and volunteers shall provide a declaration of convictions that would otherwise be spent under the Rehabilitation of Offenders Act (Exceptions 1975).

For candidates who are not successful this form will be destroyed at the end of the recruitment process.

|  |  |
| --- | --- |
| A. Do you have any criminal convictions?  Yes No  Please complete the details below. | B. Do you have any spent convictions?  Yes No    N.B. We may ask for additional information at a later date. |

|  |  |  |  |
| --- | --- | --- | --- |
| If you answered ‘Yes’ in box A, please give details: | | | |
| Offence(s) | Details | Sentence | Date of Sentence |
|  |  |  |  |

I believe the information disclosed above to be true and accurate to the best of my knowledge. I understand that if I am successful in my application to GMRC will be subjected to a Disclosure and Barring procedure at an appropriate level, and that the outcome of this may affect the offer of employment.

Name

Signature:

Date: