



## Application Information

Thank you for applying for a position with West Wales Domestic Abuse Service (WWDAS). Please find below a

- Job Description
- Person Specification

The application form and equalities monitoring form are included in a separate document which is the portion which will need to be returned to us.

Please return your application via email to [info@westwalesdas.org.uk](mailto:info@westwalesdas.org.uk) by the date shown on the advertisement. During our shortlisting process we anonymise applications; therefore, **please do not change the format of the application from word format. PDF format will not be accepted.** Please quote the job title on the subject of the email.

For those who would prefer to handwrite their application, the application form can be printed from the website and returned via post to:

42 Portland Road  
Aberystwyth  
Ceredigion  
SY23 2NL

Please quote the job title on the envelope and allow delivery time before the closing date.

If you do not receive a response within two weeks of the closing date, please assume that you have not been shortlisted on this occasion. We regret that we do not write to unsuccessful applicants.

Further information about WWDAS can be obtained on our website [www.wwdas.org.uk](http://www.wwdas.org.uk) including a copy of our latest report.

Please be aware that all applicants must be able to legally work within the UK for a minimum period of 12 months or for the maximum term of the contract if less than 12 months and relevant documentation must be provided at interview in the form of a current visa or similar.

We are particularly interested to hear from black and minoritised communities, and anyone wishing to discuss the post further should email [nia.cole@westwalesdas.org.uk](mailto:nia.cole@westwalesdas.org.uk). Please note this is not the email to get an application pack or to send your application form, please use [info@westwalesdas.org.uk](mailto:info@westwalesdas.org.uk) for these purposes.

## JOB DESCRIPTION

<b>EMPLOYER:</b>	West Wales Domestic Abuse Service (WWDAS)
<b>ADDRESS:</b>	42 Portland Road, Aberystwyth SY23 2NL
<b>JOB TITLE:</b>	Administration and Evaluation Officer
<b>RESPONSIBLE TO:</b>	Finance & Resource Manager
<b>RESPONSIBLE FOR:</b>	No line management responsibilities
<b>SALARY GRADE</b>	£22,126-£25,012 pro rata, dependent on experience
<b>WORKING HOURS:</b>	37 hours per week or 2x 21 hour post
<b>CONDITIONS:</b>	Occasional evening or weekend work may be required. On-call duties may be required on a rota basis. Some travel will be expected.
<b>BASED AT:</b>	Aberystwyth Office with travel to the Cardigan office as and when needed
<b>BENEFITS</b>	A generous package including 25 days holiday per year plus public holidays and a day off for birthday. An employee pension scheme with 6% employer contribution, 365 days a year Employee Helpline Programme.
<b>DATE REVISED:</b>	February 2024

### JOB SUMMARY

#### Overview of West Wales Domestic Abuse Service (WWDAS)

West Wales Domestic Abuse Service (WWDAS), is a specialist domestic abuse charity covering Ceredigion and North Pembrokeshire, providing accommodation and community-based services, aimed at supporting women, men and children who have or are experiencing domestic abuse. WWDAS places the needs of service users at the heart of everything it does, and this is reflected throughout the organisation and its relationships with others over the past 30 years.

Our service model includes:

- Crisis accommodation for women, children and men who have experienced domestic abuse.
- Support in the community and crisis drop-in service.
- Group programmes including Own My Life and the Recovery Toolkit.
- A children and young people's service for one-to-one support, group work programmes and healthy relationship work in schools.
- Specialist health advocacy and older people's work and trauma informed family programmes which take a whole family approach and deliver a specific programme that works with all members of the family to help identify and work to prevent further abuse and violence.
- Dal i Godi IDVA service

#### Key Purpose of the Role

This role provides confidential support to the CEO and management team to ensure the smooth running of the organisation. A significant part of the role involves the analysis of the statistics of the organisation for funding applications and as part of funding returns. The role includes developing with the senior management team annual impact/evaluation reports for funders and stakeholders. The role includes general office duties and responsibilities including health and safety checks.

## **Managing service delivery and performance:**

1. To ensure that the internal CRM system is kept up to date and in liaison with senior management team, collate monitoring data and support the ongoing requirements of the organisation and funders on a monthly, quarterly, and annual basis.
2. Analyse data and produce high quality reports that highlight key findings, measure achievement against the performance indicators, trends, recommendations for improvements to the senior management team.
3. Collate reports for funders, trustees and other stakeholders drawing on monitoring and outcome data from service users' feedback.
4. Undertaking all aspects of administration in line with quality standards, policies and procedures in liaison with the senior manager team.
5. Prepare routine correspondence, actioning post and dealing with enquiries by email and phone.
6. Opening / locking up building as required, ensuring effective rotas in absence, and contributing to security, and health and safety requirements as delegated by senior management.
7. Assist with financial administration including service charges and petty cash systems by logging and making payments for staff and volunteer expenses.
8. Organise meetings as required including the taking of minutes.
9. Support the production and design of appropriate bilingual publicity for distribution through social media, website, leaflets and newsletters
10. Support the administration functions of the recruitment and selection processes for staff within the organisation and contribute to the induction processes in liaison with the senior management team.
11. To assist with DBS checks and other checks related to running of the organisation and ensuring the wellbeing of staff, volunteers and service users.

## **General Duties**

1. To attend supervision, training, and meetings as and when required.
2. Working at other locations as and when required.
3. To promote and support equality and empowerment within all areas of work.
4. Ensuring that security of sensitive information is maintained and complies with the requirements of GDPR and maintain confidentiality concerning service users, staff, and projects.
5. Ensure that all work is conducted to the highest professional standards.
6. To perform practical tasks including housekeeping, recycling, dealing with donations and supporting a welcoming and supportive environment for clients and staff/volunteers
7. Working flexible hours as appropriate to the needs of the post, with occasional evening and weekend work when required.
8. To undertake other ad-hoc tasks and/or duties as may reasonably be requested by the managers.

This job description sets out the duties of the post at the time when it was drawn up and will be reviewed from time to time. Duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

## PERSON SPECIFICATION:

E = Essential, D = Desirable

<b>Experience</b>		
1.	A minimum of three years' experience in monitoring and evaluation	E
2.	Evidence of professional development and willingness to undertake relevant training, qualifications and development.	E
3.	Experience working with a wide range of professionals and partners	E
4.	Experience in drafting reports for management/committees.	E
5.	Relevant qualification in monitoring and evaluation	D
6.	Experience working within the voluntary/third sector/public sector	D
7.	Experience with use of online survey e.g. smart survey, and type form	D
<b>Skills</b>		
8.	Good customer service skills	E
9.	Advanced skills in Microsoft 2010 - Word, Excel and PowerPoint	E
10.	Attention to detail	E
11.	Ability to give clear instructions and explain procedures	E
12.	Ability to speak Welsh.	D
13.	Full Driver's Licence and access to a vehicle.	E
<b>Competencies</b>		
<b>Delivering Quality</b>		
14	Self-starter with the ability to use initiative and judgement to identify problems and propose solutions	E
15	Good knowledge of programme implementation, monitoring and evaluation techniques and practices	E
16.	Takes responsibility for own workload, acts on own initiative, seeks feedback from others, evaluates own performance and then acts upon it	E
17.	Good organisational skills including the ability to work on multiple projects, prioritise and meet tight deadlines	E
<b>Influence</b>		
18	Inspires confidence and trust– demonstrating high standards of integrity, honesty, and fairness	E
19	Actively looks to engage with people to identify solutions to ensure a welcoming, trauma informed organisation.	E
<b>Teamwork and collaboration</b>		
20.	Understands the benefits of teamwork and contributes willingly	E
22.	Shows flexibility and works with management and collective decisions	E
<b>Communication and relationship management</b>		
23.	Communicates professionally internally and externally, both written and verbal	E
24.	Builds good relationships with a range of suppliers and external stakeholders to improve service delivery	E
25.	Maintains confidentiality	E

Llinell Gymorth 24 Awr/24 Hour Helpline: Aberystwyth 01970 625585 • Cardigan 01239 615385

Enabling families to live safely, free from domestic abuse 24hr HELPLINE 0808 8010 800

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