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July 2025

Dear Applicant,

**Vacancy: Services and Office Administrator**

Thank you very much for your interest in working with Lanarkshire Rape Crisis Centre.

I am enclosing:

* Background Information
* Job Description
* Person Specification
* Application Form
* Equal Opportunities Monitoring Online Form Link

Further information about Lanarkshire Rape Crisis Centre (LRCC) and services provided is available at <https://lanrcc.org.uk/>

Please note that the deadline for completed applications is **9am on Monday 1st September**. Interviews will be held on **Thursday 18th September**. Due to limited resources, we will only contact you if you have been shortlisted for interview. All shortlisted candidates will be contacted by email by **Friday 5th September**.

Please note that we do not accept CVs. The full application form should be completed and emailed to recruitment@lanrcc.org.uk. The completed equal opportunities monitoring form should be completed by applicants online at: <https://forms.office.com/e/7G4kvA9g65>

All posts we recruit require a female applicant under Schedule 9, Part 1 of the Equality Act 2010, Schedule 9, and Part 1. Section 7(2) e of the Sex Discrimination Act 1975.

We look forward to receiving your application. If you have queries that are not answered within the application pack, please get in touch on [recruitment@lanrcc.org.uk](mailto:recruitment@lanrcc.org.uk)

Best wishes,

Helen Provan

Centre Director

Lanarkshire Rape Crisis Centre

**Background Information: Lanarkshire Rape Crisis**

Lanarkshire Rape Crisis Centre (LRCC); established in 2004, is an independent charity with the objective of relieving the distress and improving the welfare of women and girls who, at any time in their lives, have been subjected to any form of sexual violence. LRCC works collaboratively with Rape Crisis Centres across Scotland who also adhere to National Service Standards, as well as other VAWG service providers and a range of statutory/voluntary agencies.

Today we deliver on the following:

* Providing trauma informed therapeutic support to women and girls who have experienced rape and all forms of sexual violence (aged 12+) as well as their friends, family, partners and workers. We also provide crisis support options for male survivors and survivors of all gender identities.
* Providing advocacy support to anyone (aged 12+), regardless of gender, considering engaging or who are engaging with the criminal justice process; for example, support with police statements, liaison with police and COPFS and support with giving evidence as part of court proceedings.
* Working in partnership with communities, partner agencies and other key stakeholders to improve understanding of gender-based violence, provide training and develop community level prevention initiatives and campaigns.
* Delivering prevention work with young people as part of the National Prevention Programme. [Prevention | Rape Crisis Scotland](https://www.rapecrisisscotland.org.uk/prevention/) and specific support & prevention project work funded by The National Lottery Community Fund.

**Background Information:**

This key role will provide comprehensive and robust administration support to our front-line services and managers in our busy office in Hamilton. The role will support all aspects of service administration, including placing orders and liaising with contractors, data collation and reporting, events administration, providing general support at meetings and training. You’ll have at least one year’s experience of providing administrative support within a busy office or similar environment, although above all you will have high attention to detail, adopt a flexible approach and a willingness to undertake a wide and varied range of tasks. We’re looking for someone who has the confidence to operate within a team and engage with people at all levels, internally and externally. You’ll have excellent IT skills and be confident in using all Microsoft Office packages as well as knowledge of how an office operates on a daily basis.

The Centre is based in central Hamilton, however this postholder will sometimes be required to be part of events and meetings across other Lanarkshire community locations as required. Some home working will be considered to a maximum of 1/3 of working week hours.

**LANARKSHIRE RAPE CRISIS CENTRE JOB DESCRIPTION**

TITLE: Services and Office Administrator

HOURS: 21 hours per week (days/hours tba)

CONTRACT TERM: 12 months (extension dependent on funding)

SALARY: £24,000 (pro rata for hours worked)

PENSION ENTITLEMENT 6%

ANNUAL LEAVE ENTITLEMENT 27 days personal plus 12 days Public Holidays (all pro

rata)

RESPONSIBLE TO: Centre Director

**A**  **Summary of main responsibilities and activities**

1. Working with the LRCC managers, support the running of the office premises, including engaging with contractors, ordering supplies and building maintenance
2. Working with the LRCC Training and Development Officer as part of community engagement work and support with administration and co-ordination.
3. Publicise the service offered by LRCC on a range of platforms, to enhance access to the services across voluntary and public sector agencies.
4. Support to centre management on recruitment, finance, fundraising and HR administration as required
5. Coordinating IT support and setting up equipment for new staff
6. Ensure that the delivery of work supports the feminist values of LRCC and is sensitive inclusive and anti-discriminatory in approach
7. Contribute to monitoring and evaluation frameworks to evidence the impact of LRCC front-line services; including production of statistical data and participation in any evaluations which may be commissioned.
8. Participate in regular support and supervision sessions, team meetings and training as required.
9. Any other duties that are relevant to the post and agreed with the Centre Director/line manager.
10. **Centre specific duties**
11. Providing empathetic initial responses to service users in contact with the Centre where required.
12. Contribute to the running of the Centre including responding to centre enquiries, assisting with the develop of practice guidance and protocols, fire and safety procedures and other agreed duties relevant to the organisation
13. Any other duties as required by the post.

All posts we recruit require a female applicant and exempt under Schedule 9, Part 1 of the Equality Act 2010, Schedule 9, and Part 1. Section 7(2) e of the Sex Discrimination Act 1975.

**Person Specification: Services and Office Administrator**

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| Criteria | Essential | Desirable |
| Knowledge & Understanding | Understanding of a feminist analysis of sexual violence.  Knowledge and understanding of best practice for record keeping, GDPR principles and confidentiality  Knowledge of good practice regarding business support and working across teams. | Understanding of the 3rd sector in delivering services including challenges and opportunities. |
| Experience | Minimum 1 year experience of relevant office or service administration.  Experience of setting and maintaining professional boundaries while engaging with internal and external contacts | Experience of multi-agency working at community level.  Experience of finance and HR administration.  Experience of working with a range of databases and experience of website maintenance |
| Skills & Abilities | Capable of using own initiative and of meeting tight deadlines, while paying attention to accuracy and detail  Excellent IT skills including all Microsoft packages  Excellent organisational skills, ability to prioritise competing workloads.  Ability to be discrete, professional and maintain confidentiality. | Monitoring, data analysis, and evaluation skills.  Ability to communicate confidently and professionally with a variety of organisations, suppliers and agencies. |
| Qualifications |  | Administration, Business or IT qualifications |
| Other | Commitment to equality & diversity and anti-discriminatory practice.  Ability to work flexibly and to do evening/weekend work as required.  Ability to meet the travel requirements of the post, which may include occasional travel meetings and events. |  |

Application to Lanarkshire Rape Crisis Centre

for the post of Services and Office Administrator

To be returned to: [recruitment@lanrcc.org.uk](mailto:recruitment@lanrcc.org.uk)

by: 9am on Monday the 1st of September 2025

The boxes will expand if necessary to fit your responses if done electronically. Otherwise please continue on a separate sheet of paper

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| **Section 1: Personal details** | |
| Surname: | First name: |
| Address: | Tel (home): |
| Tel (mobile): |
| Tel (work):  May we contact you at work? yes/no |
| Postcode: | Email address: |
| Where did you hear about this post or see it advertised? |  |
| Do you have any particular requirements to facilitate your access to interview, or relevant to the job, which we need to know about? | YES NO |
| If yes, please give details: |  |

If completing this form electronically, you may be asked to sign a copy of this form if you attend interview.

Signed ­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_

THIS SHEET WILL BE DETACHED FOR SHORTLISTING

*Office use only / Reference number*……….

*Office use only / Reference number*……….

**Application to Lanarkshire Rape Crisis Centre**

**for the post of**

**Services and Office Administrator**

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| **Section 2: Qualifications and training relevant or necessary for this role**  **(most recent first)** | | | | | | | | | |
| Subject | Type & Level of Qualification Achieved (eg HNC) | Name of: School /College/ University /Establishment/  Learning Provider | | | | | Date Achieved/Awarded | | |
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| **Section 3: Present employer** | | | | | | | | | |
| Name & address of employer: | | | | | | Date commenced employment: | | | |
| Job title: | | | | | | Notice required and reason for leaving: | | Current salary: | |
| Brief description of your main duties and responsibilities, with an emphasis, where possible, on those areas most relevant to the job applied for: | | | | | | | | | |
| **Section 4: Previous employment (list in order, with most recent employer first)** | | | | | | | | | |
| Please list all your previous employment, detailing any gaps between employments with reasons (continue on a separate sheet if necessary). Your referees should be your line manager / former line manager. If this is not possible, please explain why. | | | | | | | | | |
| Dates | | | Name and address of employer | Job title and nature of work | | | | | Reason for leaving |
| From  DD/MM/YY | To  DD/MM/YY | |
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| **Section 5: Relevant skills, experience and abilities** | | | |
| With reference to the **job description and person specification**, please outline how your work experience (including unpaid work) training, skills and abilities would enable you to carry out the duties of this post. **Please include any information which you feel is relevant, paying specific attention to the Essential and Desirable points in the person specification. Shortlisting will be based on the information given in this application so please be explicit and give specific examples from your own practice where helpful**. **LRCC is a third sector, feminist organisation providing prevention and support services across Lanarkshire. Giving consideration to the personal qualities identified in the job specification, please also tell us why you are applying for this position and why you believe you are the best candidate for this role** Do not include a CV as this will not be considered. | | | |
| **Section 6: References** | | | |
| LRCC requires a minimum of 2 employment references to cover a three year period – if necessary, please provide further referees covering the last 3 years. | | | |
| Reference 1: Current / most recent employer | | | |
| Name: | Position: | | Tel no: |
| Company name: | | Email:  Address: | |
| May we, with discretion, contact your employer to discuss this reference:  Yes/no | |
| Reference 2: Previous employer / supervisor | | | |
| Name: | Position: | | Tel no: |
| Company name: | | Email:  Address: | |
| May we, with discretion, contact your previous employer to discuss this reference:  Yes/no | |
| Reference 3: Previous employer / supervisor | | | |
| Name: | Position: | | Tel no: |
| Company name: | | Email:  Address: | |
| May we, with discretion, contact your previous employer to discuss this reference:  Yes/no | |

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| **Section 7: Declaration** |
| I certify that all the information contained in this form and any attachments is true and correct  to the best of my knowledge. Offers of employment will be subject to satisfactory references,  a PVG check and compliance with UK working restrictions. I realise that false information or  omissions may lead to dismissal without notice.  Signature:  Date: |

Applications will be retained for a 6 month period following the deadline and the successful applicant’s data will be dealt with in line with our GDPR & HR policies.