

Dear Applicant

Thank you for your interest in this post, **Administrator** with **nia**.

This application pack includes

- Information for applicants
- About **nia**
- Advert
- More about this post
- Job Profile
- Person Specification

If you are interested in applying for the job, please download an application form. **When completing it please relate your application to the requirements stated in the 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 Curriculum Vitae, as the Organisation requires candidate's information to be in a standard form on its own application form.

Unfortunately, we are unable to write to applicants who are not shortlisted. Should you not hear from us within two weeks after the closing date, you should assume that on this occasion your application has been unsuccessful.

Your completed application form should be returned marked 'application form and the title of the post (s) that you have applied for' via email to administrator@niaendingviolence.org.uk by the closing date. Any late applications will not be accepted.

Yours faithfully,



Rachel Evans
Head of Central Services

INFORMATION FOR APPLICANTS

OUR APPLICATION AND OUR RECRUITMENT PROCESS

Applying for a job

nia's recruitment 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 already work for **nia**, we do not take into account 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 selection process. Your application form is therefore very important and the following advice is designed to help you compete 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 have to fulfil each point of the person specification marked "X" in column A (application).**

NB: Please note the maximum word count is 2500 words.

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 can be as valuable as paid employment. It is important that your application relate 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.

Write out the form in rough first to avoid mistakes and repetitions.



Make sure you complete the form clearly, and type it or use dark ink (black ink shows up best when photocopied).

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

*Send your form to **nia** on time **and keep a copy.***

If you would like your receipt of application acknowledged, please enclose a stamp-addressed envelope or postcard, which we will return to you.

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 requirements marked "X" on the A (application) column will be shortlisted for interview.** Only information contained in the application will be considered in making the decision to shortlist.

Interviews

The interview panel is normally made up of three people who ask each candidate questions covering the relevant criteria. The questions are intended to allow you to expand on your application and to show the panel how far you meet the essential requirements of the post. Shortlisted candidates will be asked to complete a task/presentation either at or before the interviews. You will have the opportunity to ask questions about the job, conditions of service etc.

Panel members have to 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.

Feedback

If you are unsuccessful and feel that feedback on your interview would be helpful in applying for other jobs, please email Rachel Evans, Head of Central Services at revans@niaendingviolence.org.uk who will be pleased to arrange this for you.

nia has been delivering services to women and children who have experienced domestic and sexual violence for 40 years.

The organisation has three main aims, which are to provide services for women, children and young people who have experienced male violence, working to end male violence against women and girls, and to inform and influence policy and public awareness. We achieve these aims by

- providing high quality services for women, girls and children who have experienced or are at risk of male violence,
- increasing awareness of violence against women, girls and children and developing services, contributing to research, debate and policy initiatives to prevent it,
- challenging inequality and discrimination and celebrating diversity,
- empowering and supporting women and children, and
- Increasing and developing the effectiveness of resources through partnership, collaboration and multi-agency action.

Presently, **nia** is delivering a range of services across London, primarily in the East and North of the city, the majority of which are delivered primarily in an outreach capacity. Our services are continually evolving in order to respond to the needs of women who face multiple disadvantage and barriers to accessing services, they currently include:

- **East London Rape Crisis** - for women and girls who have experienced any form of sexual violence -including rape, sexual assault and child sexual abuse - regardless of when it occurred, who it was perpetrated by and whether or not it was reported to the police.
- **The Emma Project** - a pioneering service for women who are escaping domestic and sexual violence and who use substances problematically; more than a third of the women who have lived in the refuge have also been exploited through prostitution. The women who enter the project have frequently been excluded from and/or refused access to other types of refuge provision.
- **Daria House** - a refuge for women who have been sexually exploited, with a particular focus on supporting women who have been exploited through involvement in prostitution. We offer non-judgemental support, information and advocacy. We help women to access housing and welfare benefits, legal advice, healthcare, drug and alcohol services and other specialist services for women in prostitution.
- **Jan's Place** - Jan's Place opened in autumn 2022 and became **nia's** third specialist refuge offering trauma informed accommodation and support to women living with multiple disadvantages, in particular problematic substance use (including illegal and/or prescription drugs and/or alcohol) who have been subject to domestic violence and abuse, recognising that this may overlap with sexual violence and prostitution.

- **Independent Domestic Violence Advocacy (IDVA) Services** - We currently operate two different IDVA services in Haringey and Hackney where outreach workers support women who have been identified by the MARAC as being at high risk of serious domestic violence and homicide. The Hackney and Haringey services are double accredited holding SafeLives Leading Light status and the Advice Quality Standard for casework with women.
- **IRIS** - a GP training programme and advocacy support to improve the health care responses to domestic violence and abuse. **nia** delivers IRIS in Hackney and Haringey
- **East London Exiting and Advocacy Project, (ELEA)** - offering outreach and one-to-one support to women involved in prostitution. **The ELEA Project** helps women access housing, welfare benefits, legal advice, drugs and alcohol services, specialist counselling and routes to exit prostitution. Women are also supported through access to employment training, education, volunteering and sustainable employment.

nia is part of ASCENT which is a partnership of 22 specialist organisations within the London Violence Against Women and Girls (VAWG) Consortium, delivering a range of services for survivors of domestic and sexual violence.

Training and Groupwork

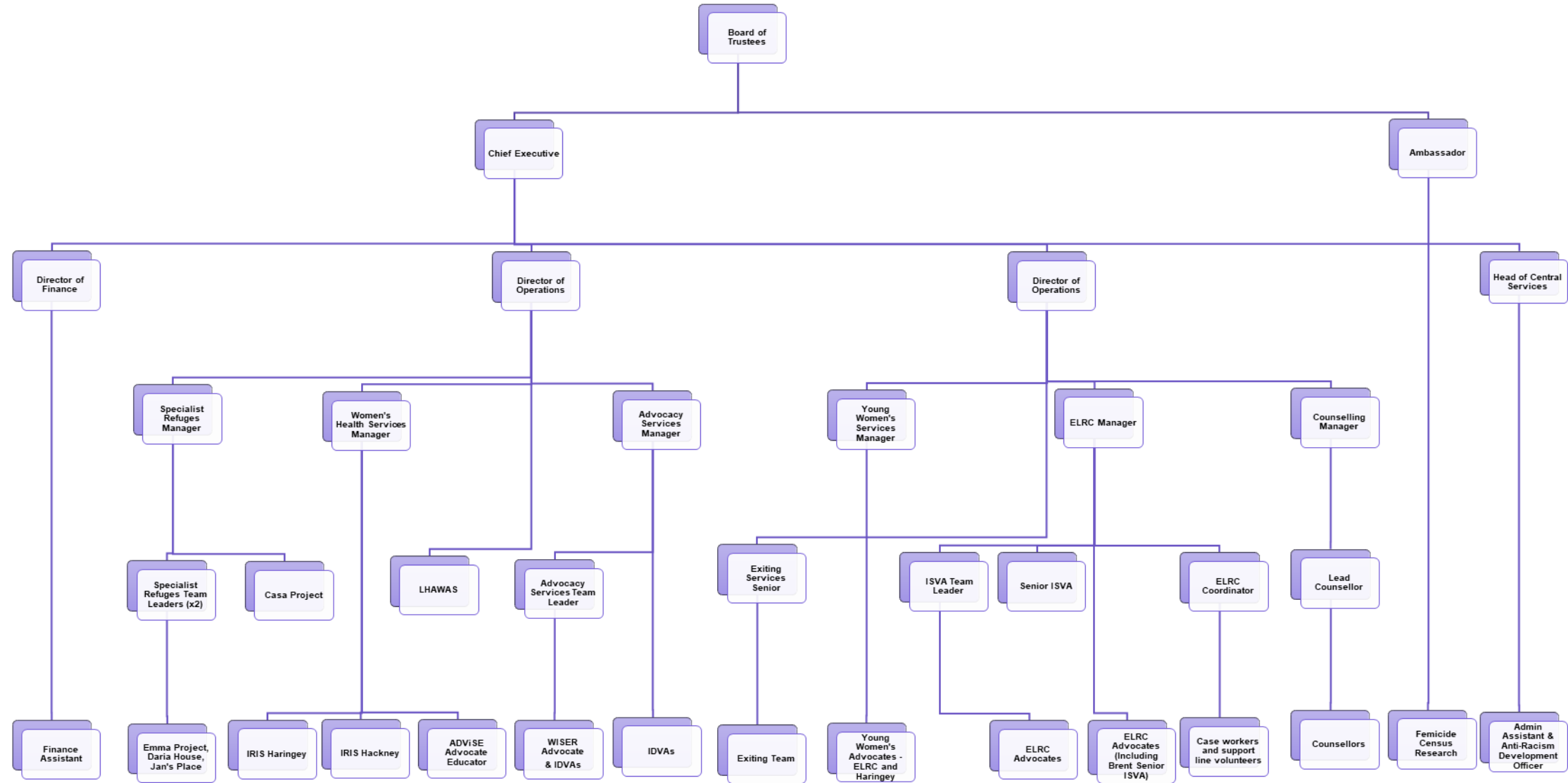
We can provide training and groupwork to agencies, professionals, women's groups and young women.

- Areas we specialise in include
- Sexual violence
- Improving healthcare responses to domestic violence and abuse
- Substance use and violence against women
- Prostitution and sexual exploitation
- Working with young women
- Feminist approaches to men's violence against women and girls

How to contact us

www.niaendingviolence.org.uk
info@niaendingviolence.org.uk

Address: P.O. Box 58203, London, N1 3XP
Telephone 0207 683 1270



nia ADVERT

For nearly 50 years, **nia** has provided high quality, women-led services across North and East London. **nia** has three main aims: to provide services for women, children and young people who have experienced male violence, working to end men's violence against women and girls, and to inform and influence policy and public awareness. **nia's** values, and our commitment to upholding them, set us apart. We put women first – always and without hesitation: we believe women, we are run by women, for women. We leave no woman behind: we challenge inequality and discrimination and believe that uniting women of all backgrounds is essential to ending the sex-based oppression of women.

Our Central Services team has responsibility for the organisational finance, facilities and central administration function and provides the management team with HR support.

We are seeking to recruit to the following post:

Job Title: Administrator
Job Ref: nia 214
Hours: 35hours per week
Salary: £27,000 - £29,000 per annum dependant on experience and qualification
Contract Type: Permanent
Location: Office based

The Administrator will provide high quality support across the organisation ensuring an effective and efficient operation of the central admin function within the organisation. The Administrator will need to be able to think on their feet, have good time management skills and enjoy carrying out a variety of tasks. You will also be responsible for maintaining and updating the organisational Health & Safety records.

We are looking for a conscientious and skilled Administrator who understands how vital administrative tasks are to a well-functioning, smooth running organisation. You will be based in our Head Office to help ensure that all of the services run efficiently, be a team player with the ability to work independently. You will be responsible for providing a courteous and efficient reception service. Answering and redirecting telephone phone calls, respond and distribute emails, ordering of office supplies and providing recruitment administration and other general administrative duties

We're looking for a highly organised and self-motivated woman who is passionate about ending violence against women, girls and children. You'll have a 'can-do' approach and demonstrable commitment to **nia's** approach to Prioritising women, upholding and promoting feminist, trauma-informed and anti-racist practice.

To apply, visit our website www.niaendingviolence.org.uk and download a job profile and application pack. CV's will not be accepted. Applications can be returned via email to recruitment@niaendingviolence.org.uk

Closing date: 10am, 8 June 2026
Interviews will be held in the week commencing 22 June 2026

The post is subject to an enhanced vetting and barring check and open to women only. Genuine Occupational Requirement (GOR), Schedule 9 (Work; Exceptions), Part 1 (Occupational Requirements), of the Equality Act (2010) applies



JOB PROFILE

Position Title:	Administrator
Team:	Central Services
Hours:	35 hours per week dependant on experience and qualification
Salary:	£27,00 - £29,000 per annum
Line Manager:	Head of Central Services

THE ROLE

A. To support the effective day-to-day running of Central Services by providing high-quality administrative and operational support across the organisation, ensuring systems and processes run efficiently and smoothly.

B. SPECIFIC AREAS OF RESPONSIBILITY:

Central Administration

- To monitor admin and info inboxes, responding to or redirecting queries appropriately
- To answer incoming calls and provide first line-administrative support
- To deal with enquiries from service users and outside agencies and redirecting calls to the appropriate service
- To open, record and distribute all incoming post and prepare all outgoing post
- To maintain relevant organisational diary systems and digital filing systems
- To be point of contact for all staff in relation to office and building issues and queries
- To operate, maintain, and develop administrative systems at **nia**
- To communicate effectively both verbally and in writing in a professional manner
- Assist with scheduling, preparation and administrative tasks for events, trainings and meetings
- Coordinating meeting agenda, take minutes and distribute as requested

Financial administration

- To prepare relevant booking, ordering and monitoring of goods and services within the financial procedures including reviewing and submitting invoices for approval and maintain records of purchases on debit cards and submit in a timely manner for processing
- To obtain quotes for goods and services, including travel in accordance with financial procedures
- To monitor stock levels for Head Office and reorder supplies when required

Health and Safety administration

- To ensure the office facilities remain safe, clean and fully equipped and operational maintenance of a safe working environment in line with health and safety regulations
- To maintain monthly and yearly records to support compliance requirements
- To act as Fire Warden and first aider (appropriate training will be provided)
- To provide Health & Safety and building induction to all new starters at Head Office

Recruitment Support

- To work closely with the Head of Central Services, Director of Operations and other staff across the organisation to support their recruitment needs
- To support end to end recruitment administration, including posting job adverts on relevant platforms, and circulating vacancies within networks
- To liaise with line managers in the preparation of shortlisted candidates
- To co-ordinate interview schedules, including liaising with candidates as needed
- Manage the recruitment inbox, track applications and notify unsuccessful candidates
- Maintain accurate EDI records and prepare statistical reports on a quarterly basis
- Support with general HR administration

CEO and Fundraising support

- Provide admin support as necessary to the CEO
- Write emails of thanks to small/individual fundraisers, coordinate responses to donors running events and fundraising activities e.g. sponsorships.

C. GENERAL:

- Acting in accordance with **nia's** policies and procedures
- Work in a manner, which positively promotes the aims and objectives of the organisation.
- Positively upholding and promoting **nia's** feminist ethos and commitment to equality, diversity and anti-discriminatory practices
- Ensure effective communication with other teams in **nia**
- Compliance with the Health and Safety at Work Act, and taking reasonable care of personal safety and that of other persons and resources whilst at work
- Attend and participate in regular training when required
- Attend and participate in regular supervision, staff and other meetings as necessary and attending management committee meetings when required.
- Participate in the Out of Hours service
- Carrying out your own administrative duties
- Undertaking any duties consistent with the post as may be reasonably requested by the Senior Managers, the Chief Executive and Board of Trustees
- Developing and ensuring user participation within and external to **nia**

Please note this job description is intended to outline the main duties of the post and may change as the post, service and organisation develop

PERSON SPECIFICATION Administrator

Key to table

A	Application areas will be used to shortlist
T	Test
I	Tested at interview stage

Please provide a supporting statement addressing all the shortlisting criteria marked with "X" in the Application column below (maximum word count: 2,500 words).

		A	I	T
1	A thorough understanding of administrative tasks within a busy office.	x	x	
2	Knowledge of the issues facing women, children and young people affected by violence against women	x	x	
3	Able to operate a telephone first response to women who have experienced male violence against women in non-judgemental, non-directive and anti-discriminatory approach to empowering women		x	
4	Experience in performing a wide range of administrative tasks including handling incoming and outgoing post, answering the telephone, taking minutes and fully organising meetings, keeping records, ordering stationery and distribution	x	x	
5	Strong organisational skills with the ability to prioritise workload and excellent attention to details and a high level of accuracy		x	x
6	Some-experience/knowledge whether in a personal or professional capacity of HR administration and Health and Safety	x	x	x
7	Some experience of producing statistical reports, including workforce monitoring information and fundraising data	x	x	x
8	Self-motivated and a willingness to accept responsibility, co-operative, and a flexible attitude to work, routine and tasks		x	
9	Excellent communication skills with the ability to communicate effectively <ul style="list-style-type: none"> • with service users and statutory, voluntary and other stakeholders • verbally and in writing • advocating for service users, raising awareness of violence against women and girls and representing nia 	x	x	x
10	Experience of Microsoft applications and databases	x	x	
11	Evidence of continuing professional development and relevant professional qualifications/ training	x		
12	Able to work evenings and weekends occasionally when required	x		
13	Ability to work independently and within a team, to plan and manage a complex workload, meet deadlines, problem-solve and respond to unplanned demands	x	x	x
14	High level of self-motivation and ability to think creatively with a 'can-do' attitude that can inspire others		x	
15	A feminist perspective on how gender, social, economic, race, cultural, linguistic, religious and sexual orientation issues may impact on people's lives	x	x	x