

JOB DESCRIPTION:

Data and Directory Assistant

Reports to: Research & Evaluation Manager

Location: Remote - UK based, with occasional travel to London/Bristol required

Grade: 1 – Assistant

Please note that we do not invite enquiries from recruitment agencies.

Main Purpose of Post

The Data and Directory Assistant is responsible for providing administrative support and carrying out data collection and data entry activities to maintain the Routes to Support directory of information on local violence against women and girls (VAWG) services and refuge vacancies. This will include being initial contact for internal and external queries about Routes to Support and following standard processes to maintain the accuracy of information in the directory. The Data and Directory Assistant will be diligent with details and responsive to internal and external need, with guidance and support from the wider Membership, Research and Evaluation team.

Duties and Key Responsibilities

- Maintain the Routes to Support database of information on local violence against women and girls (VAWG) services and refuge vacancies
- Be the initial contact for the Routes to Support inbox, using email template responses to respond to routine enquiries about Women's Aid's directory resources, maintaining subscriptions and providing support to users, escalating complex enquiries to the Senior Officer where relevant.
- Compile a list of services eligible for inclusion in Routes to Support for the Senior Officer to review; follow processes to support the administration of applications including filing application documentation and sharing with the Senior Officer for review; and carry out all associated tasks to add services to the directory.
- Maintain the accuracy of VAWG service information in the directory in line with processes for updating and checking entries.

- Distribute training materials for users of Women's Aid's directory resources.
- Coordinate the invoicing process for subscriptions to Women's Aid directory resources.
- Support the promotion of the Routes to Support project including providing content for member's bulletins, ensuring web copy is up to date and assisting with other activities promoting Routes to Support.
- Support with work of the Routes to Support Steering Group, including meeting scheduling, preparing papers and taking minutes.

To carry out data collection activities with VAWG services and other relevant stakeholders

- Ensure that service information on Routes to Support is kept updated and accurate, moderating update requests and liaising with local VAWG services, and collecting data as required.
- Distribute Freedom of Information Requests to local authorities, including sending the request to relevant authorities and processing responses.
- Support with other data collection and data entry work as required, following internal process documentation under the supervision of Senior Officers.

Support with research work within Women's Aid

- To support with the implementation of Women's Aid research as required, including developing data collection materials and supporting with the analysis of quantitative data in Excel or a similar programme.
- Carry out administrative and promotional activities for Women's Aid research projects as required, including responding to enquiries and co-ordinating member bulletins.

General responsibilities

- To contribute to team meetings and organisational priorities, and to prepare for and participate in regular supervision and appraisal meetings.
- To be flexible within the broad remit of the post.
- To take direction on new projects and priorities from your line manager, which may vary from time to time.
- To carry out word-processing, filing, and administrative tasks necessary to comply with the job description.
- To maintain clear and adequate records of work done and to produce reports on work programmes and activities as requested by management.
- To provide appropriate responses and support to survivors of domestic abuse and specialist service providers in the delivery of this job description, as required.
- To ensure the safety and wellbeing of survivors sharing their stories on public platforms, always following organisational safeguarding protocols.

Other

- Based in Bristol, London or remotely, this job may involve occasional travel throughout England.
- Occasional unsociable hours are also required.

Person Specification		
Criteria	Essential	Desirable
Qualifications		<ul style="list-style-type: none"> • University degree, preferably in the social sciences, or equivalent professional experience.
Knowledge	<ul style="list-style-type: none"> • A non-judgmental approach to survivors of domestic and sexual abuse and a clear understanding of the gendered nature of violence against women and girls. • Awareness of the experiences of women from a diverse range of backgrounds and different needs. 	<ul style="list-style-type: none"> • A solid understanding of research principles and practice
Experience	<ul style="list-style-type: none"> • Data-entry experience • Experience in communication and promotion with a range of audiences 	<ul style="list-style-type: none"> • Experience of working within a violence against women and girls service setting
Skills	<ul style="list-style-type: none"> • Excellent verbal and written communication skills. • Excellent telephone manner • Good level of computer literacy (including internet and database applications and Microsoft office). • Accurate data-entry skills. • Ability to work on own initiative: initiate, plan and prioritise work, work to tight deadlines and respond to urgent unplanned demands. 	

	<ul style="list-style-type: none"> Ability to work with sensitive confidential information and ensure the continued confidentiality of such data. 	
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Behavioural Competencies

Accountability	<ul style="list-style-type: none"> Cooperates in collective decision-making and takes responsibility for own actions, decisions, and deliverables. Takes ownership for mistakes and refocuses efforts when necessary. Holds self and others accountable for reaching short and long-term goals. Self-imposes high standards of excellence, rather than having standards imposed. Adhere to the principle of collective leadership responsibility across the organisation and within teams. Actively safeguards the reputation of the organisation (internally & externally) and immediately address any risks with ELT.
Collaboration & Teamwork	<ul style="list-style-type: none"> Relates well to people at all levels and all audiences. Aligns personal work and performance with the broader team to achieve mutual outcomes. Fosters teamwork: works to build relationships within teams and bridge the gaps between departments. Supports and cares for others, and addresses issues disrupting team/s and organisational functioning and harmony. Be adaptable, open to new ideas and change, whether in the workplace, or specifically on a project or with key stakeholders' expectations, that moves the team forward
Communication	<ul style="list-style-type: none"> Proactively communicates; informs others of what they need to know and capably articulates thoughts and ideas clearly and concisely via verbal and written communication. Actively listens, consults others, and takes feedback on board. Communicates using appropriate tone and language. Has the ability to persuade, negotiate, and build support for own initiatives.

Innovation & Entrepreneurial Spirit	<ul style="list-style-type: none"> • Seeks organisational improvement; promotes efficiencies in every area of their work. • Identifies problems and implements solutions /ideas, including trying new and different creative approaches to complete tasks. • Demonstrates commercial understanding, including awareness of sector trends/changes, and uses financial information to guide decisions. • Identifies business opportunities for the organisation, which may include opportunities for income generation, cost-savings, or added value. • Encourages creativity and learning through activities such as brainstorming and actively listen to empower colleagues to think creatively or consider new perspectives.
Resilience	<ul style="list-style-type: none"> • Deals with ambiguity, maintains effectiveness and modifies behaviour accordingly when experiencing major changes in work tasks or environment. • Supports change initiatives and focuses on the beneficial aspects of change e.g. opportunities for learning or growth. • Manages disagreements with tact and diplomacy. • High level of emotional intelligence; understands how their behaviour can affect the wider team and demonstrates a proactive approach to managing and moderating their emotions in the workplace.

Benefits

- **Generous Annual Leave:** 25 days, rising to 30 with long service, plus 8 bank holidays.
- **Extra Leave Days:** Celebrate International Women’s Day and the Tuesday after the August bank holiday.
- **Valuable Pension Benefits:** Join Women’s Aid pension scheme with a 7% employer contribution.
- **Flexible Working:** Remote working, family-friendly policies and paid leave for maternity, paternity, and adoption.
- **Wellness and Support:** Cycle to Work Scheme, free optician check-ups, annual flu vaccines, and 24-hour counselling helpline.
- **Mental Health and Wellbeing:** 'Reflective Practice' sessions, team catch-ups, access to 'Headspace' for mindfulness, and Employee Assistance Program with counselling and advice services.