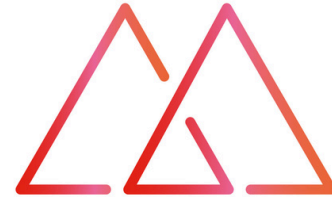




# Trauma Recovery CIC

SEXUAL, DOMESTIC & RELATIONAL TRAUMA



**Trauma Recovery CIC**

SEXUAL, DOMESTIC & RELATIONAL TRAUMA

# Administrative Assistant Application Pack

# How to apply for the role

## Application steps:

1. Read this document in full - it will help you to decide if this is the right role for you and give you the information that you need to complete your application
2. Complete the application form (link at the end of the document)

## What happens after we receive your completed application:

1. Your form will be read by our Managing Director and Business Operations Lead
2. If they believe that you may be the right person for the role, they will ask a member of the Butterflies team to read your application (this is part of our co-production ethos)
3. We will then invite you to meet with our Managing Director, either our Business Operations Lead or our People Operations Director, and a Butterflies Ambassador.
4. We know that interviews can be stressful and so we will send you the questions we will ask you before your interview to help you to prepare (if there is anything you want to clarify you can do this too)
5. During your interview we will ask you the questions we sent you to help us understand you better and how you will fit in with the team and the service. It is also important that you believe that you are a good fit for the team and we encourage you to ask us the questions you need answered to help you make that decision.
6. After the interview we will contact you within 24 hours to let you know our decision.
7. If we invite you to join our team, and you decide to accept our invitation, we will talk with you about the next steps

You may also find it helpful to read about Trauma Recovery CIC on our [website](#) and/or our [main brochure](#).

We are an equal opportunities, inclusive employer and value lived experience and diversity. If you have any questions prior to completing the application form or case study, please email [hello@trcic.co.uk](mailto:hello@trcic.co.uk) 'FAO Melissa re AA application'

# An overview of Trauma Recovery CIC

Trauma Recovery CIC is a female founded not-for-profit Community Interest Company dedicated to providing vital support services for victims and survivors of trauma. Founded in 2020, our mission is to build a safe, supportive, accessible, and sustainable service for the community.

Trauma Recovery CIC is an organisational member of the National Counselling and Psychotherapy Society and we integrate the NCPS ethical framework into our ethos. We have won awards for commitment to the community, our innovative services and our commitment to our team and accreditation by the disability confident scheme and recognition as a 'Real Living Wage Employer'.

Ethical behaviour is integral to Trauma Recovery CIC, along with corporate governance and accountability to our partners and stakeholders.

Many of our team members have lived experience of trauma and as an organisation we strive to embrace and learn from the lived experience of others. In 2023 this was recognised nationally, when we were awarded Gold Status from the National Lived Experience Charter.

## Trauma Recovery CIC Values

**Honesty:** We work openly and honestly with our stakeholders - partners, clients and team members included. Honesty is necessary to build trust which is integral to Trauma Recovery CIC.

**Accountability:** All stakeholders are encouraged to be accountable for their choices, actions and behaviour. Being accountable for oneself reduces blame and increases transparency, allowing a culture of support and openness and fostering personal, professional and organisational growth.

**Respect:** Unconditional Positive Regard is at the heart of person-centred, individual support. Respect at Trauma Recovery CIC means that everyone is accepted for who they are and given space to be from a place of non-judgment.

**Giving back:** Many of those who work with Trauma Recovery CIC have had lived experience of trauma. We create and support an environment where lived experience is seen as positive thus reducing stigma and supporting lifelong recovery.

# An overview of the Administrative Assistant role

## The purpose of an Administrative Assistant at Trauma Recovery CIC

To support the organisation with day-to-day administration including managing and entering data; client bookings; managing inboxes; answering and making calls; arranging TRCIC events and contributing to best practice as an integral part of the team.

Location	Working Days/Hours	Salary and Benefits
<p>The base is our head office at The Weltech Business Centre in Welwyn Garden City, however this is a hybrid role and you will work between head office, your home and occasionally other venues within Hertfordshire.</p>	<p><b>Monday:</b> non working day <b>Tuesday:</b> 9.30am - 4pm <b>Wednesday:</b> 9.30am - 4pm <b>Thursday:</b> 1pm - 7.30pm <b>Friday:</b> 9am-3.30pm</p>	<p>This role is currently 26 hours per week, offering a starting salary of £18,184.40 for those 26 hours.</p> <p>Other benefits include:</p> <ul style="list-style-type: none"><li>• The option to access private healthcare funded by Trauma Recovery CIC</li><li>• Training and development relevant to the role</li></ul>

## Additional Information

You may occasionally be required to attend events in locations across Hertfordshire and so you must be able to travel to different locations.

There will be rare occasions when events necessarily take place outside of your usual working hours and so we ask that you are able to have some flexibility of working hours to attend events. As much notice as possible will be given.

All Trauma Recovery CIC team members are required to hold an Enhanced DBS with registration to the live checking service.

We ask that all team members are given 2 satisfactory references

## Administrative Assistant role

Trauma Recovery CIC's Administrative Assistant is central to the organisation. The person in this role supports the people accessing our services, the client facing team to provide the services, and the leadership team to ensure accurate reporting to understand trends, needs and secure future funding.

They will coordinate referrals, booking initial appointments and sending information by email and post to those who use the service and the professionals supporting them.

To support the team, they will ensure that the client management system runs smoothly, provide administrative support and where possible tech support to the client facing team and ensure that records are accurate and up to date.

To support the leadership team, they may coordinate events, research local services, support with completing reports and funding applications and day to day ensure that communication between team members is clear.

### Progression

The Administrative Assistant role is integral to the organisation. As the organisation expands, there may be a need for increased hours and responsibilities and the possibility of progression to a senior Administrative Assistant depending on the organisations needs.

### Our ideal candidate

Our ideal candidate is someone who has the ability to communicate with the team, those using our services and professional with confidence and clarity, flexing their style to match the needs of the person they are communicating with.

They will have experience of working within a non-profit organisation.

They will have experience of using client management systems, Microsoft office suite.

They will have lived experience of recovery from trauma and be in a place in their own journey where they can use their experiences to empathise with others with similar experiences.

# The role

## Responsibilities and Tasks

Assist the Business Operations Lead in day-to-day tasks

Manage and coordinate incoming and outgoing communications, such as shared inboxes, incoming and outgoing post, ensuring correspondence is recorded accurately and responded to in a timely manner, escalating queries that require senior attention.

Jointly responsible for day-to-day maintenance and cleanliness of the WelTech Centre office spaces, ensuring that resources and supplies are available and that the rooms are in a presentable, clean and usable state.

Coordinate the administration of referrals from initial enquiry/referral to closure

Provide administrative support for the client facing team as required

Liaise with professionals to obtain information to support the referral screening process, respond to queries and support client work in a way that promotes collaboration and supports client engagement during their journey with Trauma Recovery CIC

Support potential clients to book their initial appointment (as required)

Support and coordinate client bookings and communication by phone, email and SMS where necessary to arrange/ reschedule appointments and update relevant systems

Work with the Business Operations Lead and team to review processes, services and client needs

Recognise safeguarding concerns and work with the team to ensure policy and procedures are followed

Support the Business Operations Lead to complete data audits and identify process improvements

Support the Leadership team to produce reports

Arrange couriers, order resources, book events, training or professional meetings on behalf of the organisation

Ensure accurate data entry and smooth running of processes

Coordinate team meetings including preparation, minutes and actions

Work collaboratively with other professionals as part of a team.

Comply with TRCIC's policies, procedures, and service standards and TRCIC's ethos.

Anything else that your Team Leader or TRCIC asks you to do in line with TRCIC and NCPS values

# Skills, Qualifications and Experience for each role

Skills qualification, experience	Essential or Desired?
Proven organisation and coordination skills	Essential
Excellent Communication Skills and proven ability to communicate with clients and stakeholders in a professional manner	Essential
Knowledge and competency of CRM and Microsoft systems and software	Essential
A clear enhanced DBS check registered with the live checking service, plus references	Essential
Ability to prioritise and manage workload	Essential
Minimum of 12 months experience supporting people in a similar role (e.g. Clinical Admin, HR, Finance or Operation role)	Essential
Ability to work in a fast pace dynamic environment and can work with ambiguity	Essential
Safeguarding knowledge	Essential
Safeguarding Level 2 qualification	Desired
Lived experience of trauma	Desired
Ability to be non-judgmental, demonstrate empathy, compassion and patience	Essential

# How to apply for the role

## Step 1

### Complete the application form

The application form can be found [HERE](#)  
(once you start, you cannot save and return).

## Step 2

### Send any additional information to Trauma Recovery CIC

If you wish to send additional information such as certificates to support your application, please do this by email to:  
OperationsLead@trcic.co.uk  
Subject: AA application supporting documents



## What to do if you have questions before applying

We have shared a lot of information with you, both here and through our website and brochures. It is both important that you are the right person for our team, and we are the right organisation for you. With this in mind, we know that you might have questions that need answering before you take the time to complete the application.



### Questions we often get asked

1. **Is there any way I can work different shifts?** No - the whole team work the same shifts to enable us to run groups effectively and to support one another
2. **Can I see the interview questions before my interview to make sure I can be the best possible me on the day?** YES - absolutely. We will send you out the interview questions when we confirm your interview. We may ask you a few additional questions on the day if it helps us to better understand you. And of course,
3. **Will I be able to ask you questions in my interview to help me decide if its the right role for me?** YES absolutely, we encourage you to ask any questions you need to - you need to make sure its the right role, team and organisations and that our values are in sync
4. **I have something else I would like to check out before applying, how can I do this?** Email OperationsLead@trcic.co.uk Subject: Questions about applying for AA role