



TDAS

Recruitment Pack

Service Administrator

Welcome

We are thrilled you are considering our organisation.

Hello! I'm Sam, CEO of TDAS (Trafford Domestic Abuse Services), and I'm thrilled that you're considering joining our amazing team. Since 1990, our local charity has been a beacon of hope for those affected by domestic abuse in our community. We support over 2000 adults and children every year, offering a range of services including intervention and prevention programs, accommodation, group support, a support line, community outreach, and training and educational awareness.

Our mission is grounded in five core values that guide everything we do:

Openness: We believe in transparency and honesty in all our actions and communications. This value fosters a culture of trust and inclusivity, ensuring that every voice is heard and respected.

Empowerment: Our work is centred on empowering individuals to reclaim their lives and regain their sense of self-worth. We provide the tools, resources, and support necessary for personal growth and healing.

Person-Centred: We recognise that every person's experience with domestic abuse is unique. Our approach is tailored to meet the specific needs of each individual, ensuring compassionate and personalised care.

Collaboration: We know that our impact is greater when we work together. By partnering with other organisations, communities, and stakeholders, we create a stronger network of support and advocacy.

Innovation: We are committed to continually evolving and improving our services. By embracing new ideas and approaches, we strive to provide the most effective support for those we serve.

At TDAS, we also prioritise the well-being and support of our staff. We believe that a healthy, motivated team is essential to delivering the best possible outcomes for our service users. We offer a supportive work environment that encourages both personal and professional development and a healthy work-life balance, recognising that our staff's growth and satisfaction are integral to the success of our mission

These values—openness, empowerment, person-centred care, collaboration, and innovation—are not just for our service users but also reflect the ethos of our team. If you feel that your values align with ours, this could be the perfect place for you.

We look forward to receiving your application and hopefully welcoming you to our team.



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About Us

Trafford Domestic Abuse Services (TDAS) is an independent specialist agency working in Trafford and Salford delivering services to adults and children who have experienced domestic abuse. TDAS is a specialist charity providing services to adults and children and young people experiencing or have experienced domestic abuse. We provide both prevention and intervention services and raise awareness of domestic abuse through training, workshops and public forums.

Our Mission Statement:

'To enable people to break free from domestic abuse'.

This is achieved by meeting the following objectives:

1. The provision of safe and supportive spaces and temporary accommodation for women and children who have or who are experiencing domestic abuse.
2. The provision of community support services to those who have experienced domestic abuse
3. To advance the education of the public and those who work in partnership with the public, private, voluntary, community and social enterprise. in issues relating to domestic abuse including its nature, impact and causes.

TDAS Values:

Openness: TDAS create an open culture, provide transparent reporting, good fundraising and governance.

Person Centred: TDAS provide coordinated, personalized and enabling services to everyone

Innovative: TDAS introduce new ideas, are creative and forward thinking

Collaborative: TDAS work in partnership with key stakeholders to enable individuals to achieve a defined and common purpose

Empowering: TDAS empower our service users to become stronger, more confident, being aware of their rights and privileges and live a more meaningful and fulfilling life.



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What our clients & partners say about us



"TDAS is a special charity that makes a very powerful and positive impact on society"

Volunteer

"I can't believe that I let it get so bad but TDAS was my saving grace. For that, I will be eternally grateful."

Client

"TDAS is a great organisation to volunteer for. They are without a doubt a 'go-getting' organisation that really let their volunteers get involved."

Volunteer

"TDAS is an amazing charity where you know every penny you donate goes to making peoples' lives better."

Donor

"When I walked into the refuge I didn't know who I was; I didn't have control of my own mind, it had been run by my ex-partner for so long. My daughter and I were finally safe, TDAS gave me my life back!"

Client

Highly supportive of staff, values & ethos are actively carried out, welcoming & community focussed (both staff & wider community), compassionate & caring, goes above & beyond to meet the needs of service users.

Staff

"Thank you for helping me see the light at the end of the tunnel and for creating a safe space for me to find myself again"

Client

"It felt incredible to be able to support this fantastic charity"

Donor

"If you have any worries about being in an unhealthy relationship, please contact TDAS they can help you. The support they offer is second to none."

Client

Thank you for being a great organisation and supporting not only clients, but TDAS colleagues as well. I feel very comfortable, happy and appreciated within the organisation.

Staff



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Benefits

A generous package including 34 days holiday per year inclusive of bank holidays (FTE), extra holidays, for long service

Life assurance benefit

365 days a year
Employee Assistance
Programme

E A P

Employee pension
scheme with 5%
employer contribution
(after 3 months of
employment)

Cycle2work Scheme

Electric Car Scheme

Wellbeing Champions

Professional and
Personal Development

Monthly Employee Recognition



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Role Description

Title:	Service Administrator
Area:	Salford
Reporting to:	Salford Service Manager <i>All paid members of staff are accountable to the CEO, and ultimately the Trustees of TDAS</i>
Place of work:	Salford
Hours of work:	28 hours per week split over 4 days
Salary/Scale:	Starting: £18,752 (£24,780 FTE)
Main Purpose of Role	To provide professional, efficient and effective administrative support to the IDVA and Harbour Team in Salford. To support the service managers and their teams in the management and administration of its referrals, reports and daily administrative activities.
General Duties and Responsibilities	<ul style="list-style-type: none">• Work with the Chief Executive Officer and other staff members to promote and support the development of TDAS.• To adhere to TDAS Code of Conduct at all times.• To attend staff meetings when required• To work in line with, and follow, the policies and procedures of TDAS.• To ensure that all TDAS policies and procedures are implemented and promoted by staff.• To actively promote diversity in the organisation.• To act as an ambassador for and represent the TDAS at external functions.• To represent TDAS on local and regional forums.• To build positive relationships and partnerships with key local agencies• To embody TDAS's values and act as a role model.• To participate actively in the management team, contributing to the strategic development of the organisation.• To undertake any other duties as may be deemed consistent with the requirements of the post.

This post is subject to DBS disclosure scheme

Main Duties and Responsibilities

- Administrative support to the IDVA and Harbour team
- Receiving and transferring of Referrals from for services and allocating accordingly onto the case management system
- Enquiries by telephone, email and post, and maintaining filing systems (both Electronic and hard copy).
- Filter telephone calls before passing them to the necessary person. Take and relay accurate and timely messages and answer questions where possible.
- Maintain a comprehensive paper and electronic filing system.
- Make any necessary travel arrangements for the team.
- To undertake word processing, electronic communication, telephone communication, filing, faxing, printing and photocopying work as required by the team
- Set up meetings, book meeting rooms and coordinate events accordingly.
- Develop and maintain an up-to-date health and safety record
- To contribute to the corporate planning of the organisation as required.
- To represent and promote TDAS and its work positively in all internal and external dealings.
- Maintenance and development of data and information recording systems;
- Attendance at and taking of minutes of Team meetings, and at Trustee Board meetings as and when requested by the C.E.O or Trustees. This will sometimes involve attendance at evening meetings;
- Work with Fundraising and Marketing team to ensure appropriate promotion and literature



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Person Specification

Essential Experience	How Assessed A = Application I = Interview
(1) Minimum of one year experience of an administration role	A & I
(2) IT/Computer Literate and ability to use all Microsoft Office packages	A & I
(3) Experience of managing systems and databases	I

You are required to have excellent understanding of:

Essential Understanding	How Assessed A = Application I = Interview
(4) The issues facing adults and children experiencing DA and sexual violence.	A & I
(5) Child protection and safeguarding adults in relation to DA	A & I
(6) Equality issues and marginalisation of various groups and communities	A & I
(7) Working knowledge of all relevant Policy and Procedures e.g. risk assessment, support planning and delivery of person centred services, Health & Safety requirements	A & I
Desirable Understanding	
(8) Domestic abuse act 2021	A
(9) Knowledge of the civil and criminal justice system and remedies available in relation to domestic abuse	A

Person Specification

You are required to be able to demonstrate that you have:

Essential Skills	How Assessed A = Application I = Interview
(10) Excellent written, verbal and interpersonal communication skills	A & I
(11) Ability to work cooperatively and to develop effective teams	A & I
(12) Ability to work under own initiative, identify objectives, prioritise work, handle pressure and take decisions which may be of major significance	I
(13) Good numeracy skills and the ability to use excel and spreadsheets	A
(14) Ability to write clear, concise and accurate case notes	A

You are required to be able to demonstrate that you have:

Qualifications/Professional Membership	How Assessed A = Application I = Interview
(15) Level 3 or equivalent qualifications in a relevant field	A
Desirable Qualifications/Professional Membership	
(16) First Aid Qualification	A



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Person Specification

You are required to be able to demonstrate you:

Essential Personal Qualities & Competencies	How Assessed A = Application I = Interview
(17) Have values consistent with those of TDAS	A & I
(18) Will act with integrity and respect when interacting with service users, employees, agencies and individuals	I
(19) Are committed to upholding TDAS's policies and procedures	A
(20) A commitment to diversity and working in an anti- discriminatory way	I
(21) Ability to maintain professional boundaries at all times	A

Additional Requirements

- The post holder will be required to liaise with TDAS Chief Executive Officer, Director of Operations, other TDAS Staff, TDAS Board of Trustees, Statutory, Voluntary and Community Organisations and other professionals.
- There will be a requirement for attendance at some Board Meetings, Professional Meetings and training sessions as and when directed by the Chief Executive Officer, Director of Operations and the Board of Trustees.



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How to Apply

To apply for this position it is essential that you have or are working towards the necessary qualifications outlined in the person specification.

This post is subject to an enhanced DBS.

Applicants with minimum qualifications and experience will only be considered. Please do not send CVs, as they will not be processed.

No agencies please.

For further information please contact hayley.jones@tdas.org.uk Tel: 0161 872 7368

An application form is available to download below



[Application Form](#)



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