



HERTS AREA RAPE CRISIS AND SEXUAL ABUSE CENTRE (HARCSAC)

(This position is exempt from the Equality Act 2010 and requires a female worker)

Job Description

Job Title:	Office Manager
Responsible to:	The Designated Trustee
Responsible for:	Office Administrator (p/t time)
Rate of pay:	£17.50
Hours:	16 per week (core hours 9am-5pm + some evenings)

Purpose

To support HARCSAC's work in promoting the recovery of women (18+) in Hertfordshire who have experienced rape, sexual assault, or sexual abuse at any point in their lives. This role supports HARCSAC's operations by ensuring the smooth, effective running of day-to-day office operations and administration.

Key Responsibilities

Office Management & Administration

- Oversee daily operations of the HARCSAC office and admin services
- Line-manage a part-time Service Administrator
- Maintain accurate statistics and reporting for funders and regulatory bodies
- Ensure compliance with relevant policies, procedures, and legislation
- Implement changes based on Trustee decisions

Special Projects

- Support the Trustee overseeing volunteer recruitment, training, and induction
- Co-ordinate and design the production of the charity's Annual Report
- Identify cost control opportunities
- Manage other ad hoc projects as needed

Other Duties

- Provide IT support to volunteers
- Develop new partnership opportunities
- Ensure all digital records comply with Data Protection Act
- Provide cover for the Service Support Co-ordinator when needed
- Report regularly to Trustees via Thursday evening meetings or written updates
- Develop and maintain supplier relationships

This is a **hands-on role** requiring flexibility and a willingness to work across a range of tasks.

Additional Commitments:

- **Trustee Meetings:** Attend and minute quarterly meetings (Evenings)
- This job holder will be required to attend our **specialist training** one evening a week for 11 weeks
- Enhanced DBS check required



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Office Manager **Person Specification**

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General Requirement:

Experience can come from either **paid or unpaid work**. Applicants must clearly demonstrate how they meet all **essential criteria** in both their application and interview.

The successful candidate will:

- Be **self-motivated**, able to work independently with minimal supervision
- Thrive in a **collaborative team environment**
- Show a strong **interest in women's issues** and a passion for delivering high-quality support services

Essential Skills & Experience

- Experience of **small service management**, ideally involving **negotiated decision-making**
- **Excellent written and verbal communication** skills
- Strong **organisational and interpersonal skills**
- Proficient in **Microsoft Office** (Word, Excel, PowerPoint)
- An aptitude for **understanding and embracing new technologies**
- Confidence with **data/statistics** for meaningful reporting
- **Organised** and detail-oriented
- Willingness to be **flexible** in a small, supportive team

Desirable

- Understanding of **legal responsibilities of charity trustees**
- Experience with **updating websites or intranet systems**
- Knowledge of local support organisations, charities, or statutory bodies