Work for LANCASHIRE WOMEN

Registered Charity: 1100976

Job Title:
Admin Officer

Closing Date:
Thursday 3rd December



Who We Are

Lancashire Women are a leading charity with the core vision of creating a Lancashire where all women are valued and treated as equals.

With over four decades of experience, Lancashire Women work from our mainly women centres to provide safe, dedicated space for women across the county. We bring together a number of services under one roof- all designed to support women who at any one time may be dealing with a range of issues including: social isolation and exclusion, homelessness, poverty, mental ill-health, or offending behaviour.

Our services are available to all women, but in particular we work with those who find themselves in situations which can increase their vulnerability or place them at significant risk of harm - and who are often facing multiple and complex needs.

Our Values

We believe our values need to be translated from the ideals we profess into tangible behaviours which can be operationalised and measured. This way, our teams know and understand how best we can achieve the outcomes and change for the women we work with. Our commitment is to ensure everyone in LW knows and understand the part they have to play and how they can bring our values into their work.

Empower

We work to build on the strengths that all women & girls have, so that they can become more confident; especially in controlling their own life and claiming their rights.

Non-judgemental

We accept each woman exactly as they are and genuinely make no moral judgement about their situation.

Collaborative

We try to be real with all the women & girls we work with so they can have choices about their lives, knowing that they will need courage to make changes that will benefit them and those around them.

Creative

We know we learn more and can achieve more when we work together.

Honest

Creative in our approach to supporting women & girls and seeking solutions with them for the challenges.

About This Role

Job Title: Admin Officer

Reporting to: Team Lead

Salary: SP22 £25,944 per annnum

Hours: 37 per week

Location: Blackpool, fully in hub role

Contract: Permanent

Overview

Lancashire Women's Admin Officers are critical to the smooth running of our services. The postholders provide a professional administration service, including handling incoming calls, management of all referrals to Lancashire Women and general administration responsibilities and, where possible, assisting with greeting clients within Centres As the first point of contact into the service, this role requires a calm and professional manner to complete a triage process and signpost clients and/or professionals through to the appropriate service.The role also requires flexibility and cross-skilling across Lancashire Women's programmes and services to support organisational needs and service delivery.

Roles & Responsibilities

Service Administration

- Responsible for being the first point of contact for calls, enquiry emails, and referrals, taking initial calls from clients via our phone system, managing the enquiries inbox, and supporting where possible with welcoming visitors into our Centre on a rotational basis
- Actively listen and respond to clients in a polite manner. Identify client issues and needs so that they can be offered/referred to an appropriate service
- Process online referrals involving appropriate storage and administration of information and calling clients to bring them into service
- Use the organisation's CRM system to maintain accurate records
- Assist service users to access further specialist advice if needed by signposting to other services where we are unable to support as an organisation.
- Provide accurate information to callers using the information database and other resources available where appropriate
- Maintain client confidentiality
- Screening and directing contacts from external organisations
- Arranging initial assessment appointments for applicable callers to ensure they gain a smooth first access to the relevant service within Lancashire Women
- Proactively identify and highlight any gaps in data to relevant managers
- Ensure quality and accuracy in all service and administrative duties
- Use Microsoft365 and all Microsoft platforms to ensure full administrative support is provided
- Working collaboratively as part of the wider Administrative Team to manage administrative responsibilities effectively and provide cross service support where required.

Centre Administration

- Supporting the efficient running of the Centre, in collaboration with the Hub Coordinator, where time allows and resource is required
- Provide administrative support across programmes and projects, adapting to changing service needs and priorities
- Develop skills and knowledge across a range of administrative programmes and systems to provide effective cover and support peers
- Assist in the running of the Centre by supporting with housekeeping.

General Requirements

- Continually seek to advance own professional skills and the business as a whole, identifying opportunities and areas for improvement
- Act as Lancashire Women brand ambassador
- Use CRM systems to ensure efficient analysis and storage of information
- Adhere to and keep up to date with GDPR regulations, information security policies and procedures and relevant practitioner codes of conduct
- Ensure that standards of health and safety are maintained
- Support organisational resilience by actively participating in cross-training and sharing knowledge across teams, programmes and services
- Work flexibly as and when required and to support other team members as needed
- Uphold the policies and ethos of Lancashire Women at all times
- Carry out such other duties as may be required in line with the nature of the post

Person Specification

In the supporting evidence of your application form, you must demonstrate your experiences by giving specific examples for the criteria within the person specification.

Qualifications		
1.1	Educated to at least GCSE Level with English and Maths	Essential
1.2	Qualification or commensurate experience with Microsoft 365	Essential
Experience		
2.1	Previous office administration experience	Essential
2.2	Call handling in an office environment	Desirable
2.3	Voluntary sector work experience with vulnerable communities	Desirable
2.4	Front of house/reception experience dealing with a variety of clients	Essential
2.5	Experience of working as part of a team to provide a seamless service	Essential
Skills & Understanding		
3.1	Outstanding communication skills over the phone and face to face	Essential
3.2	Understanding of the need for discretion and confidentiality	Essential
3.3	Strong customer service and problem-solving skills	Essential
3.4	The ability to respond appropriately to different situations	Essential
3.5	Excellent IT skills including Microsoft 365 (training will be given for any bespoke packages)	Essential
3.6	A good knowledge of mental health issues	Desirable

3.7	Experience of dealing with safeguarding issues	Desirable
3.8	Understanding how to de-escalate and keep calm in crisis situations	Essential
3.9	Able to demonstrate a good standard of literacy and numeracy	Essential
3.10	Organised and able to prioritise and meet deadlines	Essential
Personal Attributes		
4.1	Understanding of the importance of cross-team collaboration and sharing knowledge	Essential
4.2	Is non-judgmental and understands the importance of equality and diversity at all levels of work	Essential
4.3	Can deliver work to a high standard and demonstrate a professional approach	Essential
4.4	Team focussed	Essential
4.5	Enthusiastic and approachable	Essential
4.6	Shared values with Lancashire Women	Essential

Employee benefits include:

- A chance to work in a rewarding, ethical and agile environment where every day you are making a genuine difference to the lives of women and girls across Lancashire.
- Employer Pension Scheme.
- Wellbeing support.
- Access to range of support services such as money advice etc.
- Flexible working/work life balance.
- Access to a healthcare plan.
- Birthday day off every year.
- Childcare vouchers/ salary sacrifice.
- An opportunity to work in an Organisation where you are truly valued and integral to our every day operations.
- Be involved in an organisation which puts service users and co design at the centre of all we do.

What our team think:

- *'I began to volunteer and immediately felt at home. I changed my study plans and applied for the role.'*
- *'I joined as a volunteer which opened the opportunity for a paid role. I wanted to be part of the support LW offers to make the difference in society, and have not looked back. LW offers great flexibility and home work life balance.'*
- *'I had heard about LW so many times and not once was there a negative comment. This prompted me to see what they were about and i must say i am not disappointed.'*
- *'Team work is the core. We are supportive of each other, pro-active and work well together'*

Apply now!

https://lancashirewomen.org/about-us/careers

To apply, please complete our application form -

Recruitment – Application form

Got a question about this role?

Please email us at: recruitment@lancashirewomen.org

Closing Date: 03/12/2026

Interview Date: W/C 07/12/2026

This job description is not intended to be exhaustive. The post-holder will be expected to adopt a flexible attitude to the duties which may have to be varied (after discussion with the post holder) subject to the needs of the service, and in keeping with the general profile of the post. Exempt under the Equality Act 2010, Schedule 9, and Part 1. Section 7(2) e of the Sex Discrimination Act 1975. This role is open to female candidates only.

Help make a difference to the lives of women across Lancashire.