



Registered Charity: 1100976

Job Title:
Justice & Safety Admin

Closing Date:
Wednesday 22nd July



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 delivery draws upon three decades of practical experience in supporting women, and is an approach recognised nationally for its effectiveness and impact.



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.

Creative

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

Collaborative

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

Honest

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.

About This Role

Job Title: Justice & Safety Admin

Reporting to: Programme Manager

Salary: £25,944.50 per annum

Hours: 37 hours per week

Location: Pan Lancashire

Contract: 12 months, subject to further funding

Roles & Responsibilities

- Responsible for the day to day administrative support for the Project as a whole.
- Support Team Leaders and Caseworkers as required by ensuring the team has consistent and professional administrative processes, systems and support.
- Use designated Lancashire Women and authorised third party administrative, statistical and recording systems effectively ensuring good practice with regard to any sensitive, confidential material.
- To plan, attend and minute regular meetings, keeping appropriate notes, and follow up actions as required.
- Ensure accurate completion of paperwork, including any claim documentation and supporting evidence.
- To timely collect and extract data following approved processes and using approved supporting software.
- To contribute to the continuous monitoring of the project as well as evaluation, to ensure all inputting, participant progress and outcomes are uploaded and trackable according to project delivery plans.
- To keep detailed records of project activity for the purposes of continuous monitoring including tracking of outcomes.
- Support in audits of issue reporting and process (I.e safeguarding, risk, data protection), ensuring event records and service user data is accurate, comprehensive and up to date
- Competently use a range of software packages, such as Office 365 suite including Sharepoint Teams, Word, Excel, Outlook and CRM systems to produce correspondence and documents and maintain presentations, records, spreadsheets and databases and ensure full administrative support is provided.

- Support with data checks and compilation of project reports as required.
- Support with project or workstream relevant events, attending where required and assisting with creation of materials as needed.
- Working as part of a team to assist in the running of the centre carrying out essential duties such as preparations of rooms for groups, emptying dishwasher, bins etc, keeping the centre tidy and assisting in facilities management as required.
- Provide any other administration and centre support as and when required.
- Providing back-up in being responsible as the first point of contact for calls and/or visitors into the service taking initial calls from clients via our phone system and welcoming them 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
- Proactively identify and highlight any gaps in data to team leaders and programme managers.
- Process all project referrals in a timely and effective manner.
- Complete all project-specific training as mandated by the funding contract, and any other training stipulated as essential for the role and your development by senior staff.
- Cross-skill in multiple administration areas to provide cover and support to peers.
- Ensure quality and accuracy in all service and administrative duties.

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
- 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

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.

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.

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 Office Suite	Essential
Past Duties		
2.1	At least two years 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	Experience in criminal justice, probation, or community services	Desirable
2.5	Experience of working as part of a team to provide a seamless service	Essential
Skills & Knowledge		
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 Office 365 and all programmes on MS Office Suite (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	Organised and able to prioritise and meet deadlines	Essential
3.10	High level of accuracy and attention to detail	Essential
Personal Attributes		
4.1	Is non-judgmental and understands the importance of equality and diversity at all levels of work	Essential
4.2	Can deliver work to a high standard and demonstrate a professional approach	Essential
4.3	Team focussed	Essential
4.4	Enthusiastic and approachable	Essential
4.5	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>

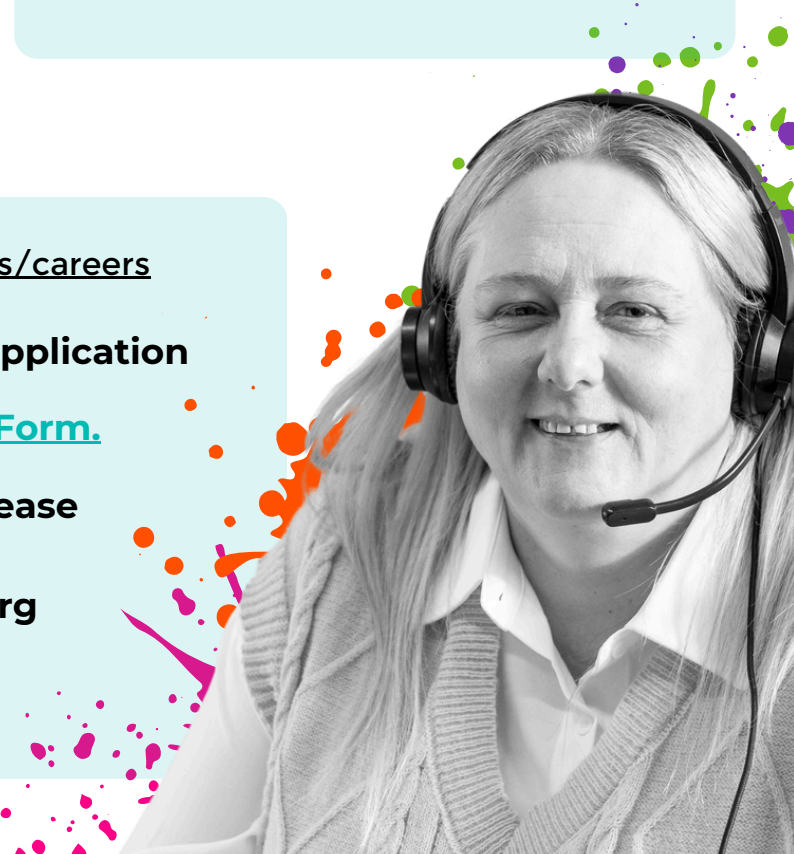
To apply, please complete our application form - [Recruitment – Application Form.](#)

Got a question about this role? Please email us at:

recruitment@lancashirewomen.org

Closing Date: 22/07/2026

Interview Date: 29/07/2026



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