Work for LANCASHIRE WOMEN

Registered Charity: 1100976

Job Title:
Group & Project Administrator

Closing Date:
Friday 20th November 2026



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: Group & Project Administrator

Reporting to: Team Lead

Salary: SP22 £25,944 per annum, pro rata

Hours: 22.5 hours per week

Location: Centre based

Contract: Fixed term until September 2028, subject to further funding

Overview

Are you organised, friendly and good at keeping things on track? The Group and Project Administrator provides high-quality administrative and project support across Lancashire Women's services, helping Employment, Advice and Guidance (EAG) programmes run smoothly behind the scenes. As a key point of contact for clients, professionals and partners, you will support appointments, referrals, client communications, CRM records, workshops, monitoring information and project documentation, while maintaining accurate records and supporting reporting requirements. The role also includes providing administrative support for group activities, updating CRM records following sessions, and supporting the delivery of the Money Matters programme, enabling frontline teams to focus on delivering high-quality support to clients.

Roles & Responsibilities

Administrative and Client Support

- Provide efficient administrative support across assigned projects, services and workstreams.
- Manage appointments, diaries and calendars, ensuring effective scheduling and coordination.
- Process referrals, enquiries and incoming communications, ensuring timely responses and appropriate signposting.
- Undertake follow-up and reminder calls with clients as required.
- Welcome clients, visitors and stakeholders, providing a professional and supportive first point of contact.
- Respond to enquiries in a calm, professional and sensitive manner.
- Support reception and centre-based administrative functions where required.

Information Management and Record Keeping

- Maintain accurate client records, databases and project documentation in line with organisational procedures and GDPR requirements.
- Update CRM systems and identify any missing or incomplete information.
- Input, maintain and monitor participant data using approved systems.
- Maintain accurate and secure records, ensuring confidentiality at all times.
- Develop and maintain trackers, shared files, templates and project documentation.

Monitoring, Reporting and Compliance

- Collect, input and monitor project data, outcomes and performance measures.
- Support surveys, case studies, monitoring evidence and evaluation activities.
- Assist with project reporting, data checks and identifying gaps in information.
- Support audits, quality assurance activities and compliance requirements.
- Ensure records and documentation meet organisational, contractual and funder requirements.
- Support safeguarding, information governance and data protection processes.

Project and Event Support

- Support the planning, organisation and delivery of workshops, group activities, events, recruitment activities and outreach initiatives.
- Provide group administration support, including recording attendance, managing participant information and updating CRM records following sessions.
- Support the delivery of Money Matters and other group-based programmes through effective administration and coordination.
- Assist with meeting arrangements, preparation of papers, minute taking and action tracking.
- Support project teams with documentation, correspondence and operational requirements.
- Team Support and Collaboration
- Provide administrative support to Team Leaders, Caseworkers and Project Teams.
- Build positive working relationships with colleagues, partners and external agencies.
- Provide cross-team administrative support and cover as required.
- Contribute to the smooth running of Centres and project locations, including maintaining organised, safe and welcoming environments.
- Participate in team meetings, training and service development activities.

General Requirements

- Act as an ambassador for Lancashire Women and uphold organisational values at all times.
- Comply with all organisational policies, procedures, health and safety requirements, GDPR and information governance standards.
- Maintain accurate, confidential and secure records using organisational systems.
- Undertake mandatory and role-specific training as required.
- Continually develop professional knowledge and skills.
- Work flexibly to meet service requirements and support colleagues across the organisation.
- Undertake any other duties commensurate with the nature and level of the role.

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	Good standard of literacy and numeracy, demonstrated through qualification or relevant experience.	Essential
1.2	Administration, business support, customer service, data or IT qualification	Desirable
Past Duties		
2.1	Previous administration, project support, reception, call-handling or service-coordination experience.	Essential
2.2	Experience using Microsoft 365, including Word, Excel, Outlook and shared digital systems.	Essential
2.3	Experience of accurate data entry, checking records and maintaining organised electronic files.	Essential
2.4	Experience booking appointments, managing calendars, processing referrals or supporting meetings/events.	Desirable
2.5	Experience in advice, charity, public service, commissioned or grant-funded work.	Desirable
Client Contact		
3.1	Ability to communicate warmly and professionally with clients who may be distressed, anxious or experiencing hardship.	Essential
3.2	Ability to listen, gather accurate information, maintain boundaries and signpost or escalate rather than provide unauthorised advice.	Essential

- Book, rearrange and cancel appointments where required.
- Add every appointment to the relevant staff calendar.
- Send text reminders and make reminder calls to clients.
- Respond to client enquiries and record contact attempts.

10.30am - CRM and case administration

- Accurate CRM work ensures staff have the information they need and clients receive joined-up support.
- Create and update client records.
- Add appointments, notes, contact attempts and relevant documents.
- Allocate referrals to the correct service or staff member.
- Update outcomes, monitoring information and other relevant notes.
- Complete general CRM checks and administration.

11.30am - Waiting lists and staff liaison

- Waiting lists are downloaded and reviewed so that appointments can be prioritised and available capacity used effectively.
- Liaise with staff about difficult, urgent or complex cases.
- Resolve appointment queries and diary clashes.
- Share relevant updates while maintaining accurate records.
- Support staff with CRM and administrative queries.

12.30pm - Lunch

- After a busy morning of client contact, appointment coordination and CRM updates, there is an opportunity to take a lunch break.

1.00pm - Funder and project administration

- The afternoon may include updating the documents required to monitor delivery and demonstrate project activity.
- Update funder documents and monitoring records.
- Check that outcomes and evidence are recorded correctly.
- Review project information for gaps or incomplete entries.
- Prepare accurate information to support reporting and audits

2.00pm - Hub, drop-in and group support

- The Group & Project Administrator provides flexible support across the hub and may be the first friendly point of contact for a client.
- Welcome and support people attending drop-in sessions.
- Provide information about available services.
- Support group work and practical session administration.
- Cover reception or other duties when colleagues are unavailable.

3.00pm - Cross-skilling and team cover

- Administrators cross-skill so they can support different projects and maintain service continuity during leave, absence or busy periods.
- Learn the systems and processes used by other administrators.
- Share knowledge and good practice.
- Cover essential work for absent colleagues.
- Support the wider team wherever capacity is most needed.

3.30pm - Training and quality checks

- Time is used for mandatory training, procedure updates and checks to ensure records remain accurate and complete.
- Complete mandatory learning where required.
- Review data quality and correct incomplete records.
- Keep knowledge of projects, referral routes and internal processes up to date.

4.00pm - Final administration and preparation

- Before the end of the day, calendars, CRM records, reminders, referrals, funder documents and outstanding notes are updated so the team is ready for the next working day.

4.30pm - Home time

- The day ends knowing that clients have been connected to support, staff calendars and records are accurate, and essential project administration has been completed.
- Much of this work happens behind the scenes, but it provides the strong administrative foundation that allows services to run smoothly and clients to receive support at the right time.

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: 20/11/2026

Interview Date: TBC

This job description is not exhaustive and may be amended to meet the changing needs of the service. The post holder will be expected to undertake duties commensurate with the nature and level of the role. 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.