



Ending domestic abuse

Personal Assistant

Hours	37.5 per hours per week
Salary	£31,230.84 Per Annum, a London Weighting of £3000 will be applied for those in eligible postcodes
Holiday	25 days + bank holidays
Location	Hybrid, two days a week in London office (SE1)
Contract	12 Month FTC (Maternity Cover)
Benefits	4% Pension contribution on confirmation of appointment 365 day a year access to an Employee Assistance programme Cycle to Work scheme

This PA role will have a particular focus on supporting the Director of the Drive Partnership whilst also supporting across SafeLives SLT as required

How to apply

Application is by way of a CV and supporting statement, outlining how your skills and experience meet the requirements of the role, alongside your motivations (max of 500 words).

Closing date: 9am Wednesday 11th March

First Interviews: 17th March

Second Interviews: 20th March

Please note all interviews will be held online. Please clearly mark on your application if you are unavailable for the proposed interview dates.

Ideally the successful candidate will be in post for the 7th April to allow for a handover with the current incumbent.



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Personal Assistant Job Description

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Who are we?

We are SafeLives, the UK-wide charity dedicated to ending domestic abuse, for everyone and for good.

We work with organisations across the UK to transform the response to domestic abuse. We want what you would want for your best friend. We listen to survivors, putting their voices at the heart of our thinking. We look at the whole picture for each individual and family to get the right help at the right time to make families everywhere safe and well. And we challenge perpetrators to change, asking 'why doesn't he stop?' rather than 'why doesn't she leave?' This applies whatever the gender of the victim or perpetrator and whatever the nature of their relationship.

Last year alone, nearly 13,500 professionals received our training. Over 70,000 adults at risk of serious harm or murder and more than 85,000 children received support through dedicated multi-agency support designed by us and delivered with partners. In the last four years, over 2,000 perpetrators have been challenged and supported to change by interventions we created with partners, and that's just the start.

Together we can end domestic abuse. Forever. For everyone.

About The Drive Partnership

The Drive Partnership, formed by Respect, SafeLives and Social Finance, is working to transform the national response to perpetrators of domestic abuse. We work to end domestic abuse and protect victims by disrupting, challenging, and changing the behaviour of those who are causing harm. Together we have developed the Drive Project to address a gap in work with high-harm, high-risk perpetrators of domestic abuse. We also work to advocate for systems and policy change- to develop sustainable, national systems that respond more effectively to all perpetrators of domestic abuse and increase safety for victim-survivors within all communities.

Our vision is that by 2026 there will be a consistent approach which sees agencies in all PCC and local authority areas across England and Wales – backed by national leaders – working together to disrupt abuse and change behaviour to increase safety for victim-survivors, including children and families. Partnership is fundamental to our way of working. We are a second-tier partnership focusing on the continuous improvement of service models, sharing best practice and supporting local specialist service providers to deliver.

Our vision

Our vision is that by 2026 there will be a consistent approach which sees agencies in all PCC (Police and Crime Commissioner's) area and local authority areas across England and Wales – backed by national leaders – working together to disrupt abuse and change behaviour to increase safety for victim-survivors, including children and families.

Our way of working

Partnership is fundamental to our way of working. We are a second-tier organisation focusing on the continuous improvement of service models, sharing best practice and supporting specialist service providers to deliver.

We have four core strands of work:

- The Drive Project is our flagship intervention working with high-harm, high-risk and serial perpetrators of domestic abuse to prevent their abusive behaviour and protect victims. The Drive Project challenges perpetrators to change and works with partner agencies – like the police and social services – to provide a co-ordinated community response and disrupt abuse.
- Restart is an innovative pilot project providing earlier intervention for families experiencing domestic abuse. It brings together domestic abuse services, children’s social care and housing teams to identify and respond to patterns of domestic abuse at an earlier stage. Restart is currently being delivered in five London Boroughs.
- The Drive National Systems Change programme works across the domestic abuse specialist sector, public sector partners and beyond to identify and find solutions to systemic gaps in the provision and response to DA perpetrators with the aim of developing sustainable, national systems that respond to all perpetrators of domestic abuse and increase safety for victim-survivors across all communities. We identify systemic gaps and build solutions that keep survivors safer by addressing those causing harm.
- Domestic Abuse Protection Orders (DAPO) Positive Requirements Triage Team works as part of the Government’s DAPO pilots to ensure that referrals from courts and policing are assessed and referred to the most appropriate DA perpetrator, mental health or substance misuse intervention.

Purpose

This PA role will have a particular focus on supporting the Director of the Drive Partnership whilst also supporting across SafeLives SLT as required

This role’s particular focus is on supporting the Director of the Drive Partnership. Therefore, key responsibilities will include those related to partnership working, such as having an understanding of matrix management, of partner organisations processes and working across diaries from multiple organisations.

The PA team to SLT play a pivotal role in ensuring the smooth operation of SafeLives mission by supporting SLT to navigate a complex landscape of responsibilities and initiatives. They represent the charity with many of our senior stakeholders, manage a busy Senior Leadership office and deal with senior executives across the charity sector, government, business and philanthropy.

Responsibilities

1. To pro-actively organise the office of the Director. Where necessary, support other SafeLives SLT members, and the Drive Partnership Board. To ensure that they are making the best use of their time, including but not limited to:
 - Prepare and review documents, reports, and presentations for SLT ensuring accuracy and professionalism.
 - Managing inboxes, diaries and organising meetings/appointments, acting as first point of contact
 - Taking lead on the administration of key meetings, including scheduling meetings,
 - supporting preparation, minute taking, and follow up.
 - Handle sensitive and confidential information with diplomacy and tact.

- Take the lead to organise travel arrangements, meeting rooms and associated logistics for SLT as needed against allocated budgets by negotiation best rates.
 - Assisting with events and conferences
 - Reminding Directors of important tasks and deadlines
2. Collaborate with teams within the organisation and across Partnerships to ensure projects and initiatives progress smoothly.
 3. Manage databases and filing systems, including researching and maintaining up to date contact information on the SafeLives CRM and utilising the online SharePoint and HR system
 4. Implement and maintain procedures/administrative systems
 5. Collate and file expenses, using online financial systems
 6. Work with the other PAs to the Executives/administrative staff to ensure support for senior leadership is effectively coordinated
 7. Provide administrative support for Board / Management Groups e.g. Drive Project Board, Drive Management Team, Senior Leadership Team, Operational Management Team etc, including but not limited to:
 - Under the leadership of SLT prepare board papers and agendas.
 - Setting up meetings, taking and distributing minutes and action tracking administration of annual Away Days
 - Miscellaneous tasks to support the Directors' remits, for example, corporate governance reporting or conducting research
 8. To coordinate the running of the London office in conjunction with the overall office coordinator and other PAs:
 - Welcoming new London based office staff to the office and providing an office induction
 - managing meeting room booking
 - Meeting and greeting key external visitors,
 - Take the lead role to order stock and stationery as required against budget constraints.
 - Working with the Office Coordinator to ensure all PAT testing requirements and insurances are up to date and logged centrally.
 - Working with the COO to monitor usage and provide costs to COO for budget purposes.
 - Act as main point of contact for building management and ensure COO is up to date with any updates received from them.
 9. To engage in a constructive and effective way with all survivors of abuse, through calls to the office, Pioneer interaction, colleagues and any other interaction we have in our day to day work
 10. Undertake any other duties as may reasonably be required.
 11. Maintain an accurate and secure audit trail of all relevant communication and ensure that all work is compliant with data protection law.

Person specification

Key Skills

1. Strong problem-solving abilities and abilities to understand the political landscape of SafeLives and Drive.
2. Ability to handle sensitive information with care and discretion.
3. Ability to communicate externally such as media and use initiative to escalate calls to the appropriate department.
4. Ability to manage allocated budgets for travel etc
5. Experience of providing Personal Assistant support at a senior level, including writing clear and accurate correspondence, minutes and papers appropriately tailored to the audience
6. Excellent management skills with the ability to prioritise internal/external demands on Senior Leaders' and the Director's time and meet tight deadlines
7. Ability to take minutes during large meetings to a high standard, and in line with governance requirements where needed, e.g. the Drive Partnership Board and Drive Management Team meetings. When required, also support SafeLives Senior Leadership Team, Operational Management Team and others.
8. Excellent organisational skills with the ability to multi-task and prioritise
9. Excellent communication skills both verbal and written
10. Excellent digital skills, including familiarity with Office 365 including Excel, Word and PowerPoint; SharePoint and CRM systems
11. Basic understanding of IT equipment such as laptops and phones and ability to work with IT provider to address issues.
12. Outstanding interpersonal skills both face to face and by phone, as well as the skill to handle a wide range of relationships from CEOs to victim-survivors.
13. Self-starter with the ability to use initiative and judgement in dealing with staff and outside
14. contacts without direct supervision
15. Proven ability to maintain confidentiality and be discreet at all times as well as maintain a professional, courteous and calm manner
16. Ability to manage change

Competencies

Decision Making and Professional judgement

- Takes decisions on a timely basis
- Is able to make unexpected decisions under pressure
- Has confidence in their own ability to make decisions

Communication and relationship management

- Communicates professionally internally and externally
- Maintains confidentiality
- Uses effective layouts for written documents and presentations
- Takes time to build and maintain contacts and partners

Team work and collaboration

- Understands the benefits of team work and contributes willingly
- Is reliable in delivering on commitments made to others
- Seeks to build positive relationships with colleagues and stakeholders
- Works towards shared objectives

Organisation awareness

- Understands organisational systems, procedures, and policies
- Self-Management
- Solution rather than problem focused
- Plans and prioritises work effectively
- Adopts a positive attitude to changing circumstances

Equality and Inclusion

SafeLives is committed to providing equal opportunities for all, irrespective of age, disability, race, sex, religion/belief, sexuality, gender identity, marital/civil partnership, pregnancy/maternity and working patterns. We are keen to have staff that appropriately represent all the communities we serve as an organisation.

Lived Experience

We believe there is no 'them and us' in domestic abuse and recognise that applicants may have direct or indirect experience of their own, whether disclosed or not. We are committed to placing lived experience of domestic abuse at the heart of all we do, and colleagues who chose to share their personal expertise can do so openly and with organisational support. If there is any discussion during the recruitment process regarding a candidate's personal experience of domestic abuse, it will be treated confidentially and will not be shared outside of the interview panel/Human Resources