



My Sisters Place

Recruitment and Information Pack

Receptionist/Administrator



Who are We?

My Sister's Place is an independent specialist domestic abuse service based in Middlesbrough that has been in operation since 2002. We are a feminist organisation with 24 years' experience in the Violence Against Women and Girls (VAWG) sector. We currently hold both Women's Aid and Safe Lives Leading Lights accreditations.

My Sister's Place support survivors of all ages and genders who are currently experiencing, or have previously experienced, domestic abuse. We offer holistic, therapeutic and practical interventions with a needs-led, trauma informed approach. Our vision is to create safer communities where everyone can live free from domestic abuse and sexual violence.

We offer a confidential women-only space in our office on Borough Road.



Our Purpose

- To deliver accessible, responsive, adaptable and effective services that are informed and evaluated by service user's experiences promoting individual freedom and quality of life.
- To explore new and innovative ways to address domestic violence issues with a range of partners and share best practice locally.
- To challenge inequality in access to safety, justice, health and well-being and campaign for change to shape future policy and practice.
- To work with the wider community through education and community involvement to create a cultural shift in a zero tolerance of domestic abuse and better equip families to protect one another.



Employment Opportunity

Receptionist/Administrator

Hours: 20 Hours (10am – 2pm Monday to Friday)
Salary: Scale 5 – Starting from £24,948 – £26,357
Contract: 1 Year
Location: 123 Borough Road, Middlesbrough, TS1 3AN

My Sister's Place require receptionist/Administrator to support our service.
This post is office based and is set hours 10am – 2pm, Monday to Friday (20 hours).

Based in central Middlesbrough, we provide specialist services to increase the safety of survivors of domestic abuse and their children.

This is a front-line post in a crisis intervention service, and you will need excellent personal communication skills to support people with a wide range of needs who access the service. We need a compassionate, empathic and highly organised person used to dealing with a range of sensitive issues and confidential information whilst working under pressure. You will have excellent knowledge in a range of IT programmes.

Closing Date for Applications: **Tuesday 30th September 2025 at 12pm**

Interviews to be held TBC

As a women only space, this post is only open to female applicants; The Occupational Requirement (Equality Act 2010, Schedule 9, Part 1) applies to this post.

If you would like to know more about our work, see www.mysistersplace.org.uk

Application process: Application form to be sent to recruitment@mysistersplace.co.uk

If have any additional questions about the role and application, please contact:
Lynsey Eglington at lynsey.eglington@mysistersplace.co.uk

Candidates must be eligible to live and work in the UK.



Job Description

JOB TITLE: Receptionist/Administrator

RESPONSIBLE TO: Senior Safeguarding Lead

JOB PURPOSE: To provide a full range of reception and administrative duties for the delivery of a range of specialist domestic violence services.

1. Reception

- To deal with routine correspondence, post, telephone calls, visitors and e-mail enquiries, bringing matters to the attention of other staff as appropriate.
- To maintain administrative systems to support the work of the services operations.
- To prepare and send standard letters, reports and other documents using word processing facilities and undertake photocopying and scanning.
- Ensure accurate and timely case recording on the service case management system.
- Processing and uploading of referrals in line with company policy timescales.
- To greet clients and visitors into the service, set appointments, liaise with other staff and ensure recording is accurate and up to date.
- To work alongside our Senior Administrator and Volunteers within the service to support all aspects of this post.
- To maintain office equipment and supplies at an appropriate level.
- To act as a central point of contact for the Team through effective communication, prioritising issues appropriately and ensuring that urgent matters are brought to the attention of the relevant staff.
- To support all staff within the Service
- To provide a welcoming environment to service users.
- Highlight any urgent matters or queries to a member of management.



2. Information and Resources

- To maintain databases relevant to our work including recording service statistics detailing all persons attending the centre.
- To maintain accessible systems for storage and retrieval of information using computer and manual systems.
- To help organise events such as meetings, service user groups, and training sessions by booking suitable venues, making catering arrangements, liaising with attendees etc.

3. General

- To participate fully as a member of the staff team, attending meetings, sharing information and having an awareness of all aspects of our work.
- To contribute to the development of My Sister's Place.
- To undertake training in keeping with the nature of the job, including domestic violence and safeguarding training.
- To take responsibility for meeting targets and deadlines according to agreed work plans.
- To carry out all work with reference to My Sister's Place policies, procedures and values.
- To contribute to the maintenance of a working environment in which diversity is respected and equality of opportunity is promoted.
- To adhere to, and implement Health and Safety policies and procedures
- To undertake other duties by agreement with your line manager, as appropriate.
- Support to maintain a welcoming environment for clients attending the service.



Person Specification

PERSON SPECIFICATION	ESSENTIAL OR DESIRABLE	ASSESSMENT METHOD
Skills and abilities		
A good level of education and good basic literacy and numeracy skills.	E	A
Experience of working in a fast-paced environment and are able to multi-task with the ability to work on your own initiative	D	A/I
Experience of working within a safeguarding or domestic abuse setting/organisation, with an understanding/awareness of the impact of all forms of domestic abuse on survivors and their children.	E	A/I
Ability to communicate effectively with a range of people and deal sensitively with enquiries from customers and stakeholders.	E	A/I
Understanding the nature of the service provision in terms of confidentiality and the handling of personal and sensitive data in line with GDPR.	E	A/I
Good level of IT skills, and the ability to use a range of software such as Outlook and Microsoft Word, and Excel.	E	A/I
Personal Qualities		
Excellent communication and listening skills with clear professional boundaries.	E	A/I
Empathic and Compassionate	E	A/I
A commitment to putting equal opportunities into practice in the workplace including a non-judgemental approach that is supportive of our clients' needs.	E	A/I
Ability to deal with pressured situations and plan and prioritise work.	E	A/I
Self-motivated and able to work both independently and as part of a team.	E	A/I



Ability to recognise personal limits and seek guidance and/or support in a timely manner.	E	A/I
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Key: A: Application Form I: Interview T: Task