



Rape and Sexual Assault Support Centre North Wales

Vacancy – Business Support / Client Care Administrator

Job Title:	Business Support / Client Care Administrator
Responsible to:	HR and Office Manager
Salary/Grade	Starting salary £24,388 – pay review pending (pro rata for part time) (£13.40 per hour)
Annual leave	28 days per annum (plus bank holidays) – (pro rata for part time)
Hours:	28 - 35 hours per week over 5 days
Base:	RASASC NW, Parc Menai, Bangor LL57 4DF
Closing Date:	03 July 2026. As applications are reviewed on a rolling basis, we may close this vacancy before the advertised closing date should a sufficient number of suitable applications be received. Therefore, we encourage interested candidates to apply as soon as possible.

This post is subject to a DBS check.

The post holder must be currently eligible to work in the UK.

Application process: To apply for this vacancy please forward your cv and completed application form to: sharon@rasawales.org.uk **before 03 July 2026**

RASASC NW

Established in 1984, **RASASC NW** is a registered charity providing specialist support and therapy to children (3+) and adults living in North Wales, who have experienced any form of child sexual abuse, sexual abuse, sexual violence and/or rape, whether this has happened recently or in the past. We also provide specialist support and therapy to partners and family members of those who have been affected by sexual abuse and violence.

Job Role

To support the effective day-to-day running of the organisation by providing high-quality administrative and operational support across various departments.

Main Duties

HR and Training Administration Duties (supporting HR & Office Manager and Training Manager)

- Manage professional registrations, insurance, and DBS renewals, ensuring accurate tracking, issuing reminders, and escalation of any non-compliance
- Maintain worker mandatory training and e-learning records, including issuing reminders, monitoring completion, and supporting compliance requirements
- Support onboarding processes for sessional workers
- Provide administrative support for the recruitment and onboarding of new employees, including interview coordination, preparation of documentation, and completion of onboarding checks

Data, Reporting and Financial Administration Duties (Supporting Data and Finance Manager)

Data

- Complete dip sampling on client database activity and report findings to management
- Maintain accurate data records and support reporting requirements
- Contribute to continuous improvement by promoting best practices in data management
- Compile and maintain monthly and quarterly reporting trackers
- Monitor and report on workforce productivity as required
- Collate and share client feedback with management team

Finance

- Process payments to suppliers and workers in an accurate and timely manner
- Manage financial transactions, invoicing, reconciliations and reporting on Xero
- Review, validate and process sessional worker invoices, highlighting any discrepancies and providing feedback as appropriate

Client Care Team Administration Duties

- Manage incoming calls responding to enquiries, directing calls to the relevant team members and providing advice as appropriate
- Work collaboratively with colleagues when required, undertaking client care responsibilities during periods of increased demand or reduced staffing levels

Operational Support

- Coordinate internal and external events, including open days
- Represent the organisation at events as required
- Manage and schedule social media activity in line with organisational brand guidelines
- Monitor and order office supplies and sundries as needed
- Produce internal communications, including worker and client newsletters
- Undertake other duties commensurate with the role as reasonably required

Person Specification

Desirable Experience and Skills

- Experience of providing administrative and business support within a professional setting
- Experience of maintaining accurate data records, using electronic systems
- Experience of data collection and analysis, including the use of Excel
- Proficiency in using IT systems for monitoring and reporting, including Microsoft applications, CRM systems, and accounting software
- Confidence in managing social media platforms, including Instagram, Facebook, and LinkedIn
- Experience of creating digital content using Canva
- Experience of working with survivors of sexual violence and/or domestic abuse
- Ability to communicate in Welsh

Essential Skills and Competencies

- Ability to work effectively under pressure while managing and prioritising workload
- Ability to communicate effectively with clients, colleagues, and external agencies
- Ability to maintain effective office systems and use electronic case management systems
- Ability to manage time effectively and respond to competing priorities
- Strong verbal and written communication skills
- Willingness to travel across North Wales when required

Personal Attributes

- Ability to communicate with clients in a compassionate and empathetic manner
- Ability to work with integrity and respect when engaging with clients, agencies, and colleagues
- Ability to work flexibly and collaboratively as part of a team
- Positive and adaptable approach to personal development and change

Professional Qualities and Approach

The post holder will be expected to demonstrate the following qualities:

- Commitment to anti-discriminatory practice
- Ability to reflect critically on own performance and practice
- Reliable and trustworthy
- Efficient and punctual
- Consistent and flexible, with the ability to manage changing and competing demands
- Ability to think creatively and show initiative
- A non-judgemental and non-directive approach that empowers survivors and recognises individual client needs