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| **Job specification**  |

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**Job title: Pause Co-ordinator**

**Service: Children’s Services**

**Grade: G4**

**Reporting to: Pause Lead**

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| **Your job** |

As a Pause Co-ordinator you will be responsible for providing comprehensive and confidential assistance and administrative support to Pause Wigan to enable staff to perform their duties effectively and efficiently. You will be well organised and enthusiastic and pay close attention to detail to support a fast paced and busy assertive outreach team.

You will act as a key liaison for partner agencies and Pause Wigan, as well as being a direct point of contact for the women themselves. You’ll be a big part of a small team, where everyone takes a flexible and collaborative approach to work, and is committed to improving outcomes for vulnerable groups. You will have a flexible approach to work in order to meet the demands of the service outside usual office hours.

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| **In this job you will** |
| On an ongoing basis you will:* Provide administrative support to Pause Wigan to ensure the smooth running of the programme.
* Receive and coordinate incoming correspondence and telephone calls quickly and efficiently and ensure team members are kept informed promptly and appropriately.
* Coordinate meetings and events throughout the year including team meetings, training sessions, supervision and administering the Local Pause Board, including minute taking.
* Support the team to provide timely submission of quality information as required for Pause and other relevant organisations and forums.
* Develop, maintain and regularly update internal systems, both manual and IT, that support and enhance the work of the Pause Wigan team.
* Assist the development of effective systems for financial management of the women’s resource across the service area.
* Provide general office management, including responsibility for health and safety and working closely with the Practice Lead on maintaining an accurate record of the team’s whereabouts, including lone working, leave and other absence arrangements.
* Develop an excellent working knowledge of the Pause Monitoring, Evaluation and Learning Framework, providing technical support and ensuring data and recording is completed by the team in order to facilitate end of month reporting.
* Contribute appropriately to a continuous learning ethos within the team, including involvement in reflective practice discussions, clinical supervision and demonstrating and maintaining healthy and professional boundaries.
* Maintain an up to date knowledge of significant development in cases allocated to practitioners.
* Participate in research, informing the development of, and contributing to the implementation of, national performance frameworks.
* Contribute to the monitoring and evaluation of the programme by completing feedback interviews with women participating.
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| **In this job you will need** |
| You must be able to demonstrate the following essential requirements: -* Level 2 in Administration or equivalent qualification or demonstrated experience in delivering high quality administrative and office support at both operational and strategic levels.
* Experience of project work.
* Experience of managing a variety of demanding tasks simultaneously and successfully achieving deadlines and targets through effective project management skills, often without close supervision.
* Effective administration experience and evidence of using verbal and written communication skills to enable liaison with a range of service users, professionals and agencies.
* Experience of front facing work with vulnerable clients.
* Proficient writing and data analysis skills with an ability to produce high quality work in a variety of formats.
* Reliability and integrity, together with an enthusiastic and flexible attitude, an ability to use initiative, apply diplomacy and demonstrate resilience in the workplace.
* Excellent interpersonal skills and the ability and confidence to influence and manage a range of relationships, including the ability to deal with complex issues in a sensitive and appropriate manner.
* Adherence to compliance and confidentiality policies, ensuring all legislative, national and local policies in relation to children and vulnerable adults are followed correctly.
* Sensitivity to cultural differences and the ability to work with disadvantaged and vulnerable women in a wide variety of cultural contexts.
* A shared understanding of the ethics and core values that underpin Pause, alongside a commitment to develop and deliver trauma informed service.
* Ability to travel / access various locations in and out of the borough as required.
* Willingness to attend the national Pause network training and learning programme which may involve travel and occasional overnight stays.
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| **Our culture** |
| For us, it’s not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Be Wigan** behaviours. |
| **Be Positive…** take pride in all that you do |
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| **Be Accountable…** be responsible for making things better |
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| **Be Courageous…** be open to doing things differently |
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| Individuals with line management responsibilities are also expected to … |
| **Inspire…** lead by example and help others to see the big picture |
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| **Care…** show genuine concern for people as individuals and value their contributions |
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| **Engage…** I connect with others both within and beyond the organisation |
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| **Staff Deal** |
| Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you |
| **Our part** | **Your part** |
| * Provide strong, honest and visible leadership
 | * Listen, be open, honest and friendly
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| * Reward your commitment and hard work
 | * Be efficient, flexible and professional
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| * Care for your health and well being
 | * Care for your health and stay active
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| * Listen to you and put your ideas into action
 | * Tell us how we can improve
 |
| * Support you to give something back
 | * Give something back whenever you can
 |
| * Offer opportunities to learn and grow
 | * Take opportunities to learn and grow
 |
| * Be one team, one council
 | * Be one team, one council
 |
| * Believe in you
 | * Believe in yourself and our borough
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