

Job Description

Job Title	Centre Co-ordinator*
Salary	£24,500 per annum
Hours of work	35 hours per week (full time)
Contract	Fixed term contract until September 2026 (possible extension dependent on funding)
Location	Cambridge
Responsible to	Centre Manager

* We require the post holder to be female - Genuine Occupational Requirement (GOR), Schedule 9 (Work; Exceptions), Part 1 (Occupational Requirements), of the Equality Act (2010) applies.

- This post is subject to an Enhanced Disclosure and Barring Service (DBS) check
- There may be occasional evening and weekend work

Main purpose of the post

This role is needed to support the work of the developing Cambridge Rape Crisis Centre team by ensuring the smooth running of the charity's office, administration support and fundraising support.

It is a varied role that covers a range of support duties but there are two primary focuses of the role, which are:

1. To ensure effective office administration and support for CRCC and its services.
2. Supporting members of the public to fundraise for CRCC and support the charity's fundraising volunteers to develop and deliver a programme of community fundraising activities and events.

To give an idea of our priorities for this role, we envisage the post holder's time over a working week to be split as: 3 days office administration and support and 2 days fundraising support.

It is essential that the post holder has excellent office administrator skills but, whilst fundraising skills are desirable, we are able to offer training to develop the fundraising-related skills needed for the role.

Main duties and responsibilities

Office administration

- Be the first point of contact for CRCC, including written enquiries, emails and telephone enquiries. Ensuring all enquiries are allocated to the appropriate member of staff.

- Ensuring the smoothly running of the CRCC office.
- Assist the Centre Manager in the management of all CRCC premises; liaising with landlords, overseeing maintenance and co-ordinating equipment purchase, hire and maintenance.
- Ensure effective administration of staff team meetings and training.
- Work with the Centre Manager in supporting all IT and telecoms requirements of the organisation.
- Manage stock and oversee the purchasing of everyday office supplies.
- Work with the Centre Manager to provide inductions to new staff members on office policies, IT and equipment.
- Support the Centre Manager in the delivery and maintenance of efficient operational systems across the charity.

Training and events support

- Assist in processing enquiries and bookings for CRCC trainings and events, as required.
- Be the first point of contact for any training and volunteer recruitment enquiries, responsible for sending follow-up emails, confirmation emails.
- Managing the monitoring and evaluation related to CRCC training and events.
- Work together with and assist the other staff in training and event planning.
- Support in the preparation of equipment, refreshments and resource packs for events and training.

Finance administration

- To manage payments processed through CRCC's bank account and ensure up-to-date records are kept of account signatories.
- To process monthly invoices, expense claims and general payments.
- To adhere to and manage manual and computerised information and filing systems on CRCC's finances.

Director, Management Team and Board of Trustees support

- Provide administrative support to the Director, Management Team and Board of Trustees, as and when needed.

Third party fundraising

- Act as the main point of contact for individuals wishing to undertake charitable events and fundraising for CRCC.
- Provide fundraising knowledge and support to those raising funds for the charity.
- Ensure supporters receive appropriate thanks and acknowledgement for their efforts in a timely manner.
- Motivate others to plan and manage their own fundraising activities and/or take part in CRCC's fundraising events.

Volunteer co-ordination

- To co-ordinate CRCC's Volunteer Fundraising Group and support them in developing and delivering a programme of community fundraising events and activities, ensuring all events and activities are well planned, risk assessed, marketed and supported.
- Organise and administrate the monthly Volunteer Fundraising Group meetings.
- Ensure all fundraising volunteers are supported, feel a valued part of the charity and their events/activities are all carried out in line with fundraising legislations and best practice.
- Produce and maintain a handbook for the fundraising volunteers and ensure all volunteers receive an induction to the charity and any training required to fulfil their voluntary role to the best of their ability.
- Act as a link between CRCC and the volunteers, ensuring there are kept up-to-date with the news and developments at the charity.

Community fundraising

- Ensure all donor records on the Fundraising CRM database (Donorfy) are kept up to date and in line with data protection and information governance requirements.
- Represent and speak on behalf of the charity at fundraising events.
- Initiate and develop positive relationships with a wide range of local community groups and organisations with the aim of securing long term support.
- Assist the Centre Manager to develop and implement the fundraising strategic plan.
- Contribute to CRCC's online presence via its website and social media.

General

- To adhere to all CRCC's organisational policies and procedures.
- To participate in regular supervision in accordance with good practice guidelines and CRCC policy.
- To participate in an annual appraisal process.
- To attend any relevant training and CDP opportunities, as and when available.
- Undertake any other reasonable duties consistent with this role as requested by and agreed with the Centre Manager or Director.
- Provide temporary cover for other staff in cases such as annual leave and sickness.

No job description can cover every issue which may arise within the post at various times, and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.

(January 2026)

**Please return completed application form and equalities monitoring form to
Clare Baker, Centre Manager, at clare@cambridgerapecrisis.org.uk**

Centre Co-ordinator Person Specification

Short-listing and subsequent selection for this post will be determined by the extent to which you meet the requirements detailed in this person specification. You should try to demonstrate on the application form the extent to which you satisfy each of the points of this specification.

	Essential	Desirable	Assessed by
Experience (previous/current work, paid or voluntary, and any other experience)	<ul style="list-style-type: none"> • Experience of working with and a good understanding of administrative systems. • Experience of operating and maintaining accurate and detailed systems for record keeping. • Experience of organising events and/or meetings. • Experience of administrative and office management work. • Experience of responding to enquiries from a range of individuals and/or groups. 	<ul style="list-style-type: none"> • Experience of using databases. • Experience of working with third party fundraisers and/or volunteers and/or similar. • Experience of community fundraising. • Experience of giving presentations and/or public speaking. • Experience of excellent supporter stewardship and/or customer services. 	Application and Interview
Skills and abilities	<ul style="list-style-type: none"> • Excellent organisational and administrative skills including working with numbers, record keeping, minute taking and data entry/management, with great attention to detail. • Excellent written and verbal skills with the ability to adapt to suit different audiences. • Be a strong team player and liaise effectively with colleagues, including senior staff and trustees. • Ability to build relationships with a wide range of people in a professional setting. • Ability to manage and prioritise own workload amid conflicting demands and to tight deadlines. 	<ul style="list-style-type: none"> • Familiarity with Donorfy or other fundraising CRM database and/or with Quickbooks or other accounting software. • Full driving license and ability to travel using own vehicle. 	Application and Interview



Cambridge Rape Crisis Centre

	Essential	Desirable	Assessed by
Skills and abilities (cont...)	<ul style="list-style-type: none"> • Ability to use initiative to improve systems and processes. • Strong IT skills including internet, video conferencing and email, including competence with MS365. • Professional telephone manner and ability to empathise with and be confident in dealing with those who might be experiencing a difficult time. 		
Knowledge and understanding	<ul style="list-style-type: none"> • Understanding and knowledge of the nature of sexual violence and its effects on survivors. • Good knowledge of data protection regulations, clear boundaries around confidential working practices and a commitment to confidentiality and safety of self and others. 	<ul style="list-style-type: none"> • Knowledge of the charity sector and good governance. 	Application and Interview
Values and attitudes	<ul style="list-style-type: none"> • A willingness to participate in training and professional development. • Willingness to travel to/from fundraising-related events. • Clear boundaries around confidential working practices. • Commitment to delivering a quality service. • Commitment to confidentiality and safety of self and others. • Commitment to equal opportunities and anti-oppressive practice. • Commitment to upholding the values, policies and procedures of Cambridge Rape Crisis Centre. 		Application and Interview