
VAWG Administrator

About the Angelou Centre

With over 30 years of service to Black and racialised women and children, The Angelou Centre is a Black-led organisation based in Newcastle. We specialise in supporting Black and racialised women and children who are at risk of experiencing domestic abuse and other forms of Violence Against Women and Girls (VAWG).

We help women, children and young people recover after experiencing violence, abuse, or unfair treatment.

We listen, we understand, and we never judge.

Role Overview

Contract	Full-time, permanent, subject to funding
Line manager	Executive Director
Case supervisor	VAWG Services Manager or equivalent
Salary	£24,796 to £28,153 per annum (£13.62–£15.46 per hour), depending on experience and qualifications
Hours and days	35 hours per week, Monday to Friday, 9am–5pm
Additional benefits	25 days' paid holiday in addition to bank holidays; employer pension contribution of 6%
Location	Newcastle upon Tyne

About the Role

The VAWG Administrator plays a central role in ensuring the smooth, safe and efficient running of the Angelou Centre's Violence Against Women & Girls (VAWG) services. You will work closely with the VAWG Manager, the On-Duty team, and specialist advocates to manage referrals (internal and external), triage processes, record-keeping and communication with external agencies.

The ideal candidate will be a highly organised, detail-focused team player with strong coordination skills. You will bring a solid foundation in accurate data recording, confidence in liaising with external agencies, and the ability to manage multiple priorities in a fast-paced environment.

You will ensure that every woman whether self-referring or referred by an agency receives a timely, safe and professional response. This role is crucial in maintaining our high-quality standards, supporting risk-based prioritisation, and ensuring no woman is left without contact or support.

Key Responsibilities

1. Referral & Triage Coordination

- Accurately record all incoming referrals (self-referrals and agency referrals), triage appropriately, and work alongside the Children & Young Survivors, Refuge, TWI and Counselling teams for internal referrals.
- Identify missing information in referrals and follow up with referrers promptly.
- Prepare daily referral and triage summaries for the VAWG Manager and On-Duty team.
- Acknowledge referrals within the same working day and confirm allocation.
- Ensure immediate escalation of high-risk referrals to the VAWG Manager or On-Duty Advocate.

2. Data Management, Monitoring & Reporting

- Maintain accurate, confidential case records, ensuring all referral, triage and allocation activity is logged.
- Support advocates by entering updates where required, such as contact attempts, attendances and closure forms.
- Collate data and generate monthly and quarterly datasets for internal monitoring, quality assurance and funder reporting.
- Support the issuing and tracking of satisfaction surveys and pulse feedback.

3. Administrative Support to the VAWG Team

- Support meeting scheduling, notes, agendas and case review administration.
- Manage secure filing, shared drives and GDPR-compliant systems.
- Support the onboarding of VAWG staff, including system set-up and access permissions.
- Assist with creating templates, forms, workflows and referral tools.

4. General Responsibilities In line with Angelou Centre policies:

- Uphold strict confidentiality, safeguarding and data protection standards.
- Contribute to a positive, inclusive and collaborative working culture rooted in anti-racist and feminist values.
- Participate in supervision, team meetings and training as required.
- Undertake any other reasonable duties commensurate with the level of the post, as agreed with the line manager.

In order to deliver services effectively, a degree of flexibility is required, and the post holder may be required to perform work not specifically referred to above. This job

description will be subjected to review, to ensure that it accurately reflects the duties and range of the post.

Person Specification:

Experience and Knowledge

Essential

- Experience in administrative, coordination or frontline support roles within VAWG, social care, housing, health or community sectors.
- Experience handling sensitive information and working with survivors or vulnerable clients.
- Experience working with multi-agency partners, such as police, social care and health settings.
- Experience managing databases or case-management systems.
- Experience working in a fast-paced environment with high-risk referrals.
- Understanding of confidentiality, GDPR and secure communication.

Desirable

- Understanding of VAWG, domestic abuse, coercive control and intersectional risk.
- Understanding of safeguarding for adults and children.
- Awareness of immigration-related barriers, including NRPF and insecure status.

Skills and Abilities

Essential

- Exceptional organisation, prioritisation and attention to detail.
- Ability to manage multiple referrals, deadlines and urgent tasks simultaneously.
- Excellent written, verbal and telephone communication skills.
- Ability to remain calm and professional under pressure.
- Strong IT skills, including case-management systems, Microsoft Office, Excel and shared drives.
- Ability to follow safeguarding procedures and escalate appropriately.
- Ability to work independently and as part of a specialist team.
- Sensitivity to the needs of Black, racially minoritised and migrant women.

Desirable

- Ability to streamline and improve systems, processes and templates.
- Confidence in basic IT troubleshooting and working with external IT providers.

Values and Approach

- Commitment to The Angelou Centre's vision, values and Black feminist ethos.
- Strong commitment to equality, diversity and inclusion.
- Reliable, proactive and solution-focused, with a willingness to own core back-office functions.
- Willingness to learn, take feedback and develop professionally.

How to Apply

Please email your CV and a cover letter outlining how your experience and skills make you a strong fit for the role.

Please note we reserve the right to close this vacancy at any time if we receive a high volume of applications or if a suitable candidate is found, therefore we suggest submitting your application as soon as you can.

This post is:

- Subject to Enhanced DBS Disclosure.
- Subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975. A disclosure to the Disclosure and Barring Service will be required for details of any previous criminal convictions.
- Candidates must be eligible to work in the UK.
- **Open to women* only (*exempt under the Equality Act 2010, Schedule 9, Part 1).**

The Angelou Centre is aware that Black and racialised women are less likely to apply for jobs unless they meet every qualification and requirement. If you are excited by the role but your past experience does not match every requirement, we encourage you to apply anyway. You may be just the person we are looking for.