



# HILLINGDON

LONDON

## Job Profile

---

**JOB TITLE:** Domestic Abuse Programme Administrator

**GRADE:** Scale 4

**POST NO:** Various

**JOB TIER:** Not Specified

**DBS CHECK:** Enhanced

**DIRECTORATE:** Homes and Communities

**DEPARTMENT:** Community Safety and Enforcement

### REPORTING STRUCTURE

**Reports to:** Strategic Domestic Abuse Lead

**Direct Reports:** None

**Indirect Reports:** None

### ROLE PURPOSE:

The Domestic Abuse Programme Administrator provides comprehensive administrative, coordination, and operational support to the Strategic Domestic Abuse Lead. The role supports the effective delivery of the local domestic abuse strategy,

partnership governance, and associated action plans, ensuring that activity is well-coordinated, documented, and monitored.

The postholder plays a key role in enabling the smooth running of domestic abuse partnership arrangements and contributes to improving outcomes for victims and survivors through effective organisational support.

## A. Job Description

---

- Provide high-quality administrative support to the Strategic Domestic Abuse Lead and the wider domestic abuse partnership.
- Arrange, coordinate, and support partnership, governance, and working-group meetings, including agenda preparation, minute-taking, and action tracking.
- Maintain accurate records, documentation, and data systems relating to domestic abuse activity, ensuring information is up to date and accessible.
- Support coordination of domestic abuse-related projects, initiatives, and events.
- Manage correspondence, meeting papers, and reports, ensuring timely circulation to relevant stakeholders.
- Handle sensitive and confidential information in line with information governance and safeguarding requirements.
- Provide general administrative support to the domestic abuse function as required.
- The post holder will play a pivotal role in supporting the Strategic Lead for Domestic Abuse to deliver the local authority's domestic abuse strategy and partnership outcomes.
- This post will drive effective multi-agency collaboration, improve system responses to victims, survivors, children, and perpetrators, and ensure compliance with statutory duties under the Domestic Abuse Act 2021.
- The postholder will provide coordination, analysis, and partnership support across the domestic abuse portfolio, including MARAC, governance boards, commissioning activity, policy development, and quality assurance.
- Work collaboratively with partners to ensure projects are delivered on time and within scope.

### 1. People Management

- No people management

## **2. Customer Management**

- Act as a professional and responsive point of contact for internal colleagues and external partners across the domestic abuse partnership.
- Maintain effective working relationships with statutory agencies, commissioned providers, and voluntary sector organisations.
- Respond to enquiries in a timely, courteous, and appropriate manner, signposting as required by the Strategic Lead
- Ensure all communication reflects a trauma-informed, respectful, and professional approach

## **3. Operational Service Delivery**

- Support the day-to-day operational delivery of domestic abuse partnership activity.
- Monitor progress against agreed actions, deadlines, and milestones, escalating issues where appropriate.
- Support the coordination and delivery of consultations, engagement activity, and partnership events.
- Assist with the preparation of reports, briefings, and updates for internal and external audiences.
- Ensure systems and processes support effective operational delivery and partnership working.
- Service Planning
- Support the Strategic Domestic Abuse Lead with service planning activity, including the coordination of action plans and delivery schedules.
- Assist in monitoring and updating service plans to reflect progress, risks, and emerging priorities.
- Contribute to the collation of data and information to support service reviews and planning processes.
- Support partnership input into strategic planning and development activity.
- Act as a central point of contact for internal teams and external agencies relating to domestic abuse work.
- Support the development, implementation, and review of domestic abuse policies, procedures, and guidance.
- Coordinate responses to complex domestic abuse queries, case escalations, and safeguarding concerns, ensuring timely information flow between partners

#### **4. Service Planning & Development**

- As directed by the Strategic Lead
- Provide coordination for projects linked to strategic priorities (e.g., perpetrator interventions, safe accommodation duty, systems improvement, data-sharing projects).
- Work collaboratively with partners to ensure projects are delivered on time and within scope.
- Support grant monitoring and reporting where relevant.

#### **5. Financial & Resource Management**

- Provide administrative support for financial processes linked to domestic abuse services and projects.
- Raise invoices and support payment processes as directed by the Strategic Domestic Abuse Lead.
- Maintain accurate records of expenditure, invoices, and financial activity.
- Support basic budget monitoring and reporting, highlighting issues or discrepancies where identified.

#### **6. Continuous Improvement**

- Contribute to the continuous improvement of administrative and coordination processes within the domestic abuse function.
- Identify opportunities to streamline systems, improve efficiency, and enhance partnership working.
- Support the implementation of new ways of working, tools, and processes.
- Participate in learning and development activity relevant to the role and the domestic abuse agenda.
- Gather, analyse, and interpret data to support monitoring of domestic abuse outcomes.
- Produce regular performance reports for strategic boards and partners.
- Identify gaps, risks, and opportunities in service delivery and support the development of improvement plans.
- Assist in monitoring specialist domestic abuse internal service delivery and commissioned service contracts where required.

## **7. Contacts**

- Primary contact will be with other officers within the Council, and service users/residents and their representative bodies.
- Set up and maintain effective working relationships and consultation arrangements with those organisations with which the Council is likely to work in the process of delivering a response to a major incident and address key strategic issues facing the Council e.g. the emergency services, neighbouring local authorities, voluntary sector organisations.

## **8. Additional Responsibilities**

- Complete other reasonable tasks to fulfil role purpose or as instructed by management.
- This profile/JD is not intended to be exhaustive list of duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations will form part of this role.

## **9. KEY PERFORMANCE INDICATORS**

- Delivery of agreed Team Plans.
- Delivery against any agreed Service Levels.
- Delivery of agreed PADA objectives

## B. Person Specification

### Domestic Abuse Programme Administrator

This person specification will be used for recruitment to this post. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

<b>1. QUALIFICATIONS</b>	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
Evidence of Domestic Abuse field relating to the job specification	✓	
Experience working in domestic abuse, safeguarding, community safety, or related fields.	✓	
Strong understanding of domestic abuse, safeguarding legislation, and multi-agency working.	✓	
<b>2. STATUTORY or ROLE SPECIFIC REQUIREMENTS</b>	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
On occasion, be required to work unsocial hours from normal residential address in response to the occurrence of incidents outside normal working hours.	✓	
Based at the Civic Centre but required to attend emergency incidents anywhere in the Borough.	✓	
UK driving licence or equivalent and use of own vehicle.	✓	
<b>3. EXPERIENCE</b>	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
Strong understanding of domestic abuse, safeguarding legislation, and multi-agency working.	✓	
Proficiency in Microsoft 365 tools (Outlook, Excel, Word, Teams, SharePoint).	✓	
Strong analytical skills and experience interpreting data or performance information.	✓	
Experience supporting governance boards or strategic programmes.		✓
Experience of writing standard operating procedures, ideally to supporting incident response operations in relation to the analysis of data	✓	
Experience of developing partnerships and networks internally at all levels and externally with a range of government departments, agencies and other bodies to support service delivery.	✓	
<b>4. KNOWLEDGE &amp; SKILLS</b>	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
Up to date knowledge and understanding Domestic Abuse policies	✓	

Excellent verbal, written and presentational skills with the proven ability to present complex information in a simple manner to a variety of audiences including senior management, Elected Members, front-line staff and service users, and staff working in schools etc.	✓	
Excellent problem solving skills, with an ability to analyse information from a variety of sources to inform solution development	✓	
Proven ability to chair meetings with a variety of stakeholders	✓	
Excellent communication, negotiating and influencing skills along with the ability to network and form effective working relationships	✓	
Proven ability to influence and promote service improvement initiatives to service managers and other stakeholders.	✓	
Excellent IT skills with ability to use databases and related analytical software.	✓	
Knowledge of the key stakeholders within council and externally.	✓	
Ability to represent the Council in a competent and professional manner at all times.	✓	
Ability to create and deliver effective presentations to a diverse range of audiences, for the purposes of communicating the contents of a Council emergency plan.	✓	
Ability to devise and implement a strategic service plan.	✓	
Ability to manage a budget	✓	
<b>5. COMPETENCIES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>“Can do” positive attitude</b> Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
<b>Takes responsibility and delivers results</b> Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	
<b>Team working</b> Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members' experiences can bring.	✓	
<b>Communication</b> Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
<b>Customer Care</b> Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	
<b>Takes ownership of personal development</b> Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	

