December 2026

Dear Applicant,

Re: Project Support Officer

Thank you for the interest you have shown in the above post and in joining Welsh Women's Aid (WWA). For more information about our work, please see below or visit our website: www.welshwomensaid.org.uk.

This document includes:

- Detailed job description, key tasks, and person specification (pg. 2)
- Working at Welsh Women's Aid (pg. 4)
- Recruitment process (pg. 5)
- Welsh Women's Aid Values, vision, and mission. (pg. 7)

Closing date: 12pm; Friday 8th January 2027
Interviews: Thursday 14th & Friday 15th January 2027

Yours faithfully,

Emily Watson
HR & Workforce Wellbeing Manager
Welsh Women's Aid

Project Support Officer

- **Salary Scale 5 (Points 13-17) £24,948- £26,845 per annum**
- **37.5 hours per week**
- **Permanent contract**
- **A blended approach of in-person and at home working is available at Welsh Women's Aid, with occasional travel being needed in line with the requirements of the role.**

Closing date: 12pm; Friday 8th January 2027
Interviews: Thursday 14th & Friday 15th January 2027

Interviews will be held via Microsoft Teams.

This post is open to women only under the Equality Act 2010 pursuant to Schedule 9, Part 1. We value diversity and are committed to ensuring that our organisation is an inclusive place to work.

Brief job description:
The successful candidate will be part of our Membership, Services & Engagement team, reporting to the Membership & Services Manager. As part of the job, you will:

- Provide project support to WWA members who provide frontline specialist support and the membership services team to administer WWA's National Quality Service Standards (NQSS) accreditation programme.
- Work flexibly to meet the needs of the MSE and the Policy and Communications (PAC) team by liaising with the project leads both within and outside the team to contribute to the effective co-ordination of projects and ensuring that it is delivered to the highest possible standard.
- Provide administrative support for the team's engagement projects
- Coordinate communication, campaign, and policy-led events

Full training will be provided.

Person Specification

Essential skills & experience:

- Organising and facilitating online and virtual meetings and events.
- Working with a diverse range of stakeholders.
- Collating information for reports.
- Using multiple social media platforms and websites to communicate clear and accessible messages and promote activities.
- Understanding the importance of confidentiality.
- Understanding of the needs of women who face additional barriers including minoritised and disabled women experiencing domestic violence and how discrimination affects them.
- Understanding intersectional feminism & how it would apply to communications in a charity
- Strong communication skills, able to establish and foster good working relationships with colleagues & external contacts.
- Excellent organisational skills, able to keep track of multiple sets of actions and schedules of work.
- Ability to effectively gather information to meet required reporting criteria.
- Ability to assist in developing and maintaining a database of contacts and service information.
- Ability to be responsive to competing and conflicting demands and adapt to change.
- Ability to work on your own initiative and prioritise your own workload.
- Ability to work with tight deadlines.
- Excellent IT literacy and ability to quickly pick up and learn to utilise new software packages.
- Ability to coordinate and facilitate meetings.
- Good IT skills, including the ability to use website CMS.

Desirable skills:

- Accredited VAWDASV qualifications.
- Relevant professional qualifications.
- Working within direct Violence against Women Services or within membership organisations
- Working with Quality Assurance processes

- Understanding policies and processes followed by specialist DA services.
- Understanding of the data protection legislation and how this works in practice
- Presentation skills.
- Experience of managing stakeholder relationships
- Bilingual in Welsh and English, both spoken and written.

General responsibilities:

- Consistent and accurate inter and cross team communication regarding key projects and tasks to reduce duplication and increase collaboration.
- Ensure Welsh Women's Aid works within relevant legal and regulatory frameworks with a particular focus on safeguarding, health and safety, data protection, equal opportunities, and quality assurance frameworks, undertaking risk assessments for activities as needed.
- Ensure Welsh Women's Aid delivers best practice in promoting intersectionality and achieving equality and diversity across all services and functions.
- Take direction on projects and priorities from your line manager, which may vary.
- Responsible for undertaking any other duties appropriate to the position.

Working at Welsh Women's Aid

In addition to a competitive salary, most of our roles can access the following:

Health & wellbeing:

- Contributions to optician check-ups.
- Access to a 24-hour employee support service, including access to in person/online counselling, legal & financial advice and other benefits.
- Clinical supervision sessions to support you in delivering your role.
- Regular team catch ups (virtual and in person) to get to know colleagues and peer support.

Pension:
6% employer pension contribution following completion of a 6-month probation period.

Time off:

25 days of annual leave per year (pro rata), plus additional days in recognition of all recognised bank holidays. Overtime is unpaid; time off in lieu is to be taken in collaboration with your line manager.

Personal learning & development:
WWA supports staff in identifying and pursuing opportunities to attend or undertake training and personal development opportunities. This can include, but is not limited to, training courses, conferences, access to learning materials and secondments.

Variation clause:
Welsh Women's Aid reserves the right, following full and reasonable consultations with the members of staff and their trade union or other representatives, to vary, add to or alter any of the terms and conditions of employment attached to this post.

This job description will be reviewed annually and may need to be revised according to the priorities of the current workload with the agreement of the Executive Board and the CEO.

The performance of the post holder will be monitored through regular supervision by the line manager and reviewed at each annual appraisal. The post holder is expected to produce regular reports for monitoring and review by their line manager and Chief Executive as required.

Recruitment Process

Applying for a job with Welsh Women's Aid:
Diversity, equity, and inclusion is at the heart of our recruitment process, as a result we use a person-centred approach. This means we do not use CVs in our application process. Instead, we believe in hiring the right person with the right skills, something not always reflected in a CV. Our application process aims to give you a chance to tell us about previous experiences and current skills that match our essential criteria for the role.

Before you fill in the application form look at the person specification (pg. 2) and decide how to relate your skills, knowledge, and experience to each point. We believe in the value of transferrable skills, so if you've got previous experience that demonstrates a skill, knowledge or understanding in the person specification tell us about it! It doesn't have to be previous paid work either, it could be a volunteer opportunity, a community commitment or even responsibilities or duties you have picked up in the home.

To be considered for an interview you will need to tell us how your skills, knowledge and experience match the essential criteria from the knowledge.

Ways to apply for a role at Welsh Women's Aid:
There are 3 different ways you can apply for one of our open roles:

- By completing an online application form using the links on our website here.
- OR click here to download an MS Word version of the application and submit it by email to recruitment@welshwomensaid.org.uk.
- OR request a paper copy by emailing recruitment@welshwomensaid.org.uk.

Shortlisting:
After the closing date, the application forms are considered very carefully to see how each person's skills and experience relate to the skills and experience in the person specification. Applicants who best meet these requirements are shortlisted for interview. Applications are anonymized prior to shortlisting to reduce bias and only the relevant sections are seen by the shortlisting panel. Whilst we have an equal opportunities form included in our application process this is not seen by the panel and is merely used to inform our recruitment reports.

Interviews:
The interview panel is normally made up of two or three people who ask each candidate questions covering the relevant criteria, to allow you to expand on your application and show how you meet the essential requirements of the post. Depending on the role, you may be asked to complete a task/presentation either at or before the interview. You will have the opportunity to ask questions about the job and about working at Welsh Women's Aid at the end of the interview.

Panel members keep a record of their assessment of each applicant so that the reasons for their decision are clear and consistent.

Feedback:
If you are unsuccessful and feel that feedback on your interview would be helpful in applying for other jobs, please contact us at recruitment@welshwomensaid.org.uk and a member of our recruitment team will arrange this for you.

Due to the nature of the work we undertake, working for WWA is a rewarding but potentially challenging environment. Our HR and Recruitment team are available if you would like to have an informal chat about the role or if you have specific accessibility requirements you want to

discuss with a member of our recruitment team, you can call us on 02920 541 551 or send an email requesting a call-back to recruitment@welshwomensaid.org.uk.

Our vision and purpose

We want a world in which women and children live free from domestic abuse, sexual violence, and all forms of violence against women, and by doing so achieve independence, freedom, and liberation from oppression.

Our values and approach

Welsh Women's Aid is a feminist organisation, and our values are founded on commitments to human rights, anti-discrimination, and freedom from oppression. We endorse global evidence that violence against women, domestic abuse and sexual violence is gendered, a cause and consequence of the unequal position of women and girls in society, a violation of human rights, and is entirely preventable.

Our approach is founded on the following value-base:

We are feminist and value diversity of lived experiences – we amplify diverse voices, recognising that identities and life experience impact on experiences of abuse and access to support, safety, and justice. We advocate ending violence against women and girls alongside the liberation of all women and girls from multiple oppressions like sexism, racism, classism, homophobia, ageism, ableism, transphobia, to attain social justice for all.

We promote integrity – we are accountable, and place survivors' voices and their lived experiences central to our work. We encourage respect, transparency and learning from experience, we challenge misuse of power and promote social responsibility in all we do.

We collaborate – we work with survivors, specialist services, other organisations, individuals, and communities, to capacity-build services and to evidence and deliver what works in preventing violence against women, domestic abuse, and sexual violence.

We empower – we advocate a rights-based approach so that all women and children can achieve their full potential, and we promote services led by and for women/minoritised groups as being vital to meeting needs and to achieving social, economic, and political liberation from patriarchy, racism, and other oppressions.

We transform – we are committed to challenging inequalities and discrimination, to combining high-quality services with activism for social change, and building a movement that ends violence against women and girls and liberates women and girls from multiple and intersecting oppressions to benefit everyone.

Our values and approach underpin our work nationally and that of our members. We are committed to building Change That Lasts which supports survivors of all forms of violence against women, and their children, to build resilience, and leads to independence through a strengths-based, needs-led, trauma informed approach to all our work. To read about our values, mission, and approach in more detail or the Change That lasts model head to our website.

Vision, mission & values: Welsh Women's Aid (welshwomensaid.org.uk)

Change That Lasts: Welsh Women's Aid (welshwomensaid.org.uk)