

- Title of post:** Administrative and Panel Coordinator
- Location:** Based Salem Street, Bradford. The post holder will be expected to travel anywhere in Bradford MBC
- Responsible to:** Drive Service Manager
- Salary Scale:** £29,224 Full time
- Hours of Work:** Core hours Monday to Friday 9am to 5pm  
Note: The post holder is expected to work flexibly to deliver the service this may require adjusting hours on the day to ensure support to the service and meeting schedules.
- Contract:** **Contract until at least 31<sup>st</sup> March 2027**  
The Drive Programme is currently funded through a Home Office national programme. While funding beyond March 2027 remains subject to government spending reviews and funding cycles, Drive is a well-established, evidence-based model that is currently under national roll-out, reflecting continued national prioritisation of whole-system responses to high-harm domestic abuse.
- In recognition of the commitment required to join what is currently a time-limited, externally funded programme, the organisation offers a **£2,000 retention payment**. This will be paid through the March 2027 payroll to those who successfully complete the full funded period. The payment is guaranteed and will be made regardless of whether the programme continues beyond this date.
- Special Provisions:** The post is subject to enhanced disclosure and barring check and may also include police partnership vetting due to access to systems.

This post requires full driving licence and use of a vehicle.

**About the role and service:**

**Please also read the full-service fact sheet**

The Drive Project It is a well-established national model, currently being rolled out across England, reflecting sustained national commitment to coordinated, whole-system responses to domestic abuse. In Bradford, the service is being delivered by The Bridge Project in partnership with the Drive Central Team and West Yorkshire Combined Authority and will be fully embedded within local safeguarding and partnership arrangements from the outset.

The Drive Project works with individuals who pose the highest risk of causing serious harm within intimate or family relationships. The programme combines intensive individual case management with a coordinated multi-agency response, creating the conditions for

accountability, behaviour change and sustained risk reduction, while keeping victim and survivor safety at the centre of all activity.

### **Who we are seeking**

We are seeking a highly skilled and organised professional who thrives in complex, fast-paced service environments and who can act as the administrative and operational backbone of the Drive service.

This role sits at the heart of a complex, multi-agency domestic abuse response and is ideally suited to someone who brings professionalism, emotional intelligence and a collaborative approach to their work. You will work closely with practitioners, managers and external partners, often in high-pressure and sensitive contexts, and must be able to build trust, communicate clearly and contribute positively to a respectful, solution-focused team culture.

You will have excellent administrative, organisational and communication skills, and be confident working with complex and sensitive information, coordinating systems, and ensuring that multi-agency processes run smoothly and consistently. You will be highly competent in managing data, organising meetings and action logs, following up on actions, maintaining accurate records, and producing timely reports and returns, while responding professionally to a wide range of enquiries into the service.

The successful candidate will be confident using electronic systems and databases, able to develop and improve workflows, and comfortable supporting both virtual and face-to-face panels and meetings, including tracking actions and ensuring follow-up. You will be detail-focused, reliable and proactive, with the ability to manage competing priorities while working closely with practitioners, managers and partners.

Above all, we are looking for someone who brings calm, structure and rigour to service delivery, who takes pride in their work, and who understands the importance of accuracy, confidentiality and consistency when working within a high-risk domestic abuse and safeguarding context.

### **Role Purpose**

To deliver a range of administrative functions for the Drive Programme including an effective perpetrator and victim focused Domestic Abuse Perpetrator Panel (DAPP) meeting and coordinated response to perpetrators of domestic abuse in Bradford.

### **Main Duties and Responsibilities**

#### **Organising and Planning**

- Proactively organise, schedule and support events, service meetings and panels, ensuring the right people, systems and resources are in place to enable effective decision-making.
- Coordinate Domestic Abuse Perpetrator Panel (DAPP) meetings, recording minutes and well-structured and purposeful actions.

- Work collaboratively with safeguarding and risk management forums (including MARAC, MAPPA and IOM) to support clear pathways, shared understanding and effective information flow between forums.
- Plan and manage your own workload effectively, contributing positively to the day-to-day delivery and development of the Drive Project locally.

### **Processes**

- Confidently follow, develop, update and quality-assure processes for your area of work, ensuring they remain clear, consistent and aligned with Drive Project guidance.
- Take responsibility for tracking and following up all actions agreed within DAPP meetings, ensuring accountability and timely progression.

### **Record Keeping**

- Create, store, maintain, retrieve and update records and data accurately, both manually and electronically, across local and national systems.
- Prepare and complete data reports for OPCS and commissioning arrangements, meeting reporting standards and deadlines.
- Use and understand relevant systems to support analysis, respond to queries and help resolve issues efficiently.
- Maintain the highest standards of confidentiality and information governance, in line with GDPR, Management of Police Information (MOPI) standards and organisational policies.

### **Customer Service and Representation**

- Represent the Drive Project professionally and positively within local partnerships and forums.
- Act as a welcoming, reliable and responsive point of contact, contributing to strong working relationships with internal colleagues and external stakeholders at all levels.

### **Advice and Guidance**

- Receive, manage and respond to enquiries professionally, including complex queries related to your area of work.
- Provide clear, accurate information via phone, face-to-face contact or electronic communication, in line with Drive Project procedures.
- Recognise when matters require escalation and confidently refer more complex issues to the Service Manager as appropriate.

### **Carry out administrative duties which may include: -**

Carry out a broad range of administrative duties that support the effective running of the service, including:

- Data collation and completion of required returns
- Word processing and general document production
- Formatting and preparing professional documents
- Coordinating office diaries and meeting schedules

- Secure distribution of case lists, minutes and action logs
- Filing and storage of information in full compliance with GDPR
- Operating relevant equipment, systems and telephones to support service delivery, data collation and commissioning requirements, contributing to sustainable funding and effective performance management

<b>Job title: Person Specification Drive Case Manager</b>			
<b>Attributes</b>	<b>Essential criteria</b>	<b>Desirable criteria</b>	<b>How Identified</b>
Qualifications	A recognised qualification <b>or</b> demonstrable experience in administration, business support or public administration.	Training or experience in data analysis, reporting or data visualisation, including tools such as Power BI (or equivalent).	Application Form Interview Certificates
Experience	<ul style="list-style-type: none"> <li>• Experience of working with case management systems such as health, police or multi-agency data systems, and handling sensitive or confidential information.</li> <li>• Highly confident and competent user of digital systems, with strong proficiency in Microsoft Office applications and the ability to learn new systems quickly.</li> <li>• Highly organised, with the ability to manage a high and varied workload, prioritising tasks effectively and working to agreed deadlines.</li> <li>• Proficient in recording minutes and action logs</li> <li>• Able to demonstrate flexibility, adaptability and sound judgement in a busy, pressurised and fast-moving environment.</li> <li>• Excellent interpersonal skills, with the ability to build, maintain and contribute to positive, respectful and professional working relationships across teams and partner agencies.</li> <li>• Experience of writing protocols reflecting work and data flows</li> </ul>	Experience of supporting or coordinating multi-agency meetings or panels, including action tracking and follow-up.	Application Form Interview Certificates
Knowledge and skills	<ul style="list-style-type: none"> <li>• Excellent verbal and written communication skills, including the ability to produce clear, accurate and professional</li> </ul>	Knowledge and understanding of the root	Application Form Interview

	<p>reports and written correspondence.</p> <ul style="list-style-type: none"> <li>• Strong numeracy skills, with the ability to interpret data and present information clearly and accurately</li> <li>• Understanding of the dynamics and behaviours displayed in relation to perpetration of domestic abuse</li> <li>• Understanding of risk, risk management and safeguarding</li> <li>• Knowledge and understanding of statutory and non-statutory offender management frameworks and partnership working.</li> <li>• Skilled at managing multiple priorities, thinking things through in advance, balancing resources and co-ordinating activity to complete tasks within deadlines</li> </ul>	<p>causes, impact and prevalence of violence against women and girls (VAWG), domestic abuse and sexual violence.</p>	
GENERAL	<ul style="list-style-type: none"> <li>• Willingness to work within the ethos of the Bridge Project</li> <li>• An ability to work collaboratively as part of a team; whilst also having the initiative and confidence to work independently as necessary.</li> <li>• Acts with integrity, in line with values of multi-agency working</li> <li>• Upholds professional standards, acting as a role model to others and challenging unprofessional conduct or discriminatory behaviour</li> <li>• Remains calm and professional under pressure, defusing conflict</li> <li>• Willingness to keep abreast of relevant professional developments and to undertake training for the post.</li> <li>• The post-holder must adhere to Bridge Policies/Guidelines in force within the organisation.</li> <li>• The post-holder is expected to be flexible with regards to working hours in order to meet the requirements of the post.</li> </ul>		Application Form Interview

	<ul style="list-style-type: none"> <li>• Willingness to work within a performance managed environment and contribute to performance reporting.</li> <li>• Willingness to contribute to the training and development of others, undertake regular supervision and appraisal in line with Bridge policies and actively participate in own professional/personal development and have clear resiliency strategies.</li> <li>• Willing to travel in order to fulfil the requirements of the post.</li> <li>• Conform to standards of dress, which reflects a professional service.</li> </ul>		
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<b>Key Behaviours</b>	<b>Works Proactively</b> Demonstrates initiative, thinks ahead, and takes prompt action to solve problems; completes tasks, overcomes obstacles and seize opportunities.
	<b>Leads Change &amp; Improves Performance</b> Responds quickly and positively to change, seeking to continuously improve performance by learning quickly from our mistakes, celebrating our successes, and constantly developing our people and processes.
	<b>Demonstrates Creativity &amp; Innovation</b> Applies creative and lateral thinking to organisational issues; challenges the status quo and introduces new ideas, methods and processes.
	<b>Client &amp; Customer Focused</b> Focuses on and understand the needs of internal and external service users, members and other stakeholders and strives to deliver a prompt, effective and personalised service.
	<b>Influences Others &amp; Communicates Effectively</b> Positively influences others and where appropriate persuades them to change their views, intentions or actions. Listens closely and communicates clearly both verbally and in writing.

	<b>Applies &amp; Shares Expert Knowledge</b> Demonstrates the specialist knowledge and technical requirements of the job. Applies skills and experience to perform the job effectively, completes work to a high standard and shares knowledge across the organisation.
	<b>Works Collaboratively with Others</b> Works collaboratively with others for the good of the business; builds a network of good relationships and develops a thorough understanding of the organisation and the wider sector.
	<b>Values &amp; Respects Others</b> Respects other individuals; listens and takes into account different opinions, feelings and motivations; is trustworthy and acts with integrity; responds and acts constructively towards others.