

Dear Applicant

We have enclosed an application pack as requested. Details of the closing date and submission are noted on the front page of the application form. Late submissions will not be accepted. Included in the pack is:

* Ethos of North Down & Ards Women’s Aid
* Vision, Core Aims and Values of North Down & Ards Women’s Aid
* Job Description
* Person Specification
* Application Form
* Equal opportunities monitoring form (we require this form to be completed for FEC monitoring purposes)

North Down & Ards Women’s Aid is an Equal Opportunities Employer. We are recruiting females only for this post. Due to the level of contact with vulnerable women and children, the lawful recruitment of females for this post falls within the exemption stated in Article 10 (2) (e) of the Sex Discrimination (N.I.) Order 1976 (as amended).

In order to comply with the Safeguarding Vulnerable Groups (Northern Ireland) Order 2007, North Down & Ards Women’s Aid are required to explore the successful candidate’s suitability to work with vulnerable adults and children through ACCESS NI pre-employment screening.   These checks will be repeated every three years for workers in post.

The **Application Form** gives you the opportunity to ‘market’ yourself to us and tell us how your skills, knowledge, qualifications and competence fits the requirements of the job. Please be as comprehensive in your answers as possible. We will use the information you give us to decide whether to invite you for an interview. You should read the questions carefully, and answer the questions fully. You should look at the job description, person specification and other supporting information and tell us how your skills, knowledge, qualifications and competence match our needs.

The **Person Specification** sets out the experience, skills & abilities, knowledge, qualifications and other competencies you need to carry out the activities given in the role profile. We use it at both the short-listing and interviewing stages of the recruitment and selection process as the criteria you’ll be assessed on. The person specification is made up of two levels.

* Essential Criteria– this is the criteria that you need to meet to perform at a satisfactory level from the first day in the job. If you don’t meet the essential criteria, you won’t be short-listed for interview. It is not sufficient enough to state you meet the criteria – applicants must explain how they meet it.
* Desirable Criteria*–* the desirable criteria that would allow you to perform the job more effectively.

##### NDAWA takes its obligations to Data Protection seriously. The information you provide will only be used for the purpose of this recruitment exercise and your details will be held in a secure environment. Access to your information will be restricted to those involved in the recruitment and selection process.

May I take this opportunity to thank you for your interest and we look forward to receiving your application.

Yours faithfully

**Jacki Anderson**

**Finance & Administration Manager**

**North Down & Ards Women’s Aid**

18 Bingham Street, Bangor, County Down, BT20 5DW

Tel: 02891273196 Fax: 02891455245

Charity No: XR22421 Company Reg No: NI031238



**Our Ethos**

We are part of a worldwide feminist movement working for a better future in which equality of opportunity and real choice is available to all.Our work is rooted in the principles of non-violence, self-help, best practice and working in partnership. All Women’s Aid services are developed in response to the needs of women and children affected by domestic and sexual violence. By listening and responding to their needs, we have built up a wealth of expertise about violence and abuse.

We believe:

* violence against women is a manifestation of unequal power relationships between women and men at all levels of society;
* violence against women remains a historical and cultural feature of our society;
* the underlying cause of violence against women is the abuse of power and control by perpetrators;
* domestic violence is one form of violence against women;
* domestic violence is a violation of Article 5 of the [UN Universal Declaration of Human Rights](http://www.un.org/en/documents/udhr/) – that “no one shall be subjected to torture or to cruel, inhuman or degrading treatment or punishment”;
* women are not passive victims of domestic violence – with support, women have the capacity to cope with and survive the violence and abuse they experience;
* children who are experiencing domestic violence benefit from a range of services and support and some may need safeguarding from harm – often, supporting a non-violent parent is the most effective way of promoting a child’s welfare.





**OUR VISION**

Our vision is for a time when the voices of women, children and young people living with domestic violence, are heard and understood, where support and information is available locally, where the communities in which we live are safer, healthier and where domestic violence is eliminated.

**OUR CORE AIMS**

Provide temporary refuge to women and their children suffering emotional, mental, physical or sexual abuse within their home;

Encourage the woman to take control of her own future, whether this involves returning home or beginning an independent life;

Recognise and care for the emotional needs of the children involved;

Offer support and advice to any woman who asks for it, whether or not she is living in a refuge and to offer supportive aftercare to women leaving the refuge;

Educate and inform the public, the media, the courts, social services and other agencies, always mindful of the fact that abused women are a direct result of the general position of our society.

**VALUES**

**High quality services**- We have a commitment to provide professional, quality services which reflect the involvement of staff, volunteers and service users. Consultation with service users is a key component of our work. We provide support and direction to staff with a focus to continual improvement of practices and services.

**Self-help** – Self-help plays a vital role in our work with women and children. Women are supported, as they share their experiences with other service users. They learn from each other as they rediscover their identity and their self-worth. As this discovery develops, self-confidence and self-esteem increase and personal growth and empowerment move women forward. Women empower themselves to make choices with confidence.

**Non-judgemental** - We are committed to delivering anti-discriminatory services and providing strong recognition of equality and diversity.

**Respect** - We respect and value the experiences of service users, staff and volunteer members as well as the contribution of all stakeholders and partners.

**Self-determination** - We work from a non-directive approach. The choices made by women are supported by staff and volunteers. Women are supported and encouraged to develop a belief in themselves.

**Women** - We are a woman focused organisation and deliver our core work using a woman only staff and volunteer team. We believe it is vital to support women in crisis, both to create a safe environment and also to provide positive, strong role models. We recognise the need to provide positive male role models for children and young people, and to engage the support of men where their expertise will inform and enhance service delivery and planning.

**Children and young people** - We recognise the direct and indirect impact of domestic violence and abuse on children and young people and will continue to deliver services and develop programmes to meet their needs.

**Human rights, equal opportunity and diversity** - We are committed to the principles of equal opportunities and to achieving diversity within its capacity as an employer and a provider of services. We will actively challenge discrimination both within our own organisation, where it is identified with partners and in the wider community. We recognise domestic violence and abuse as a contravention of the human rights of people within our society.

**Public awareness and education** - By raising public awareness around the complex issues arising from domestic violence and abuse, we seek to address the underlying causes through education, prevention and training work.



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| **JOB DESCRIPTION: Administrative Support Worker****Location Bangor Centre/Refuge****Responsible to: Finance & Administration Manager**KEY RESPONSBILITIES – To provide an efficient and effective administrative support1. Respect confidentiality at all times and uphold the ethos and core values of North Down and Ards Women’s Aid.
2. Provision of a professional meet and greet / reception service, including answering phone calls from women in distress and providing initial support for in-person callers to the Centre.
3. Provision of regular support/covering staffing requirements in Refuge as required – there are occasions when this post holder will have to attend to the refuge to give administrative support.
4. Ensuring up to date and accurate records are kept in accordance with data protection.

SPECIFIC TASKS OR DUTIES:1. To provide an efficient front of house reception service, to include greeting visitors, fielding telephone calls and responding to general queries.
2. Support the Finance & Admin Manager with administrative duties such as petty cash analysis and time sheet processing.
3. Provide PA support to the CEO to include taking minutes at meetings, filing and assisting in the preparation of reports and collation of statistics.
4. Provide administrative support to the Floating Support, Refuge and Children’s Service projects to include data inputting.
5. To assist the projects by organising meeting dates and help coordinate venue including booking venues, training rooms and arranging catering as required.
6. Ensure effective records of both staff and visitors entering and leaving the building are maintained and able to be used for emergency evacuation purposes if necessary.
7. Ensure information and accurate records are maintained and stored confidentially in line with data protection.
8. Maintaining and ordering supplies of stationery; refreshments; hygiene and housekeeping products and co-ordinate internal requests for maintenance/housekeeping tasks
9. To comply with Health & Safety and Data Protection regulations.
10. Maintain general upkeep of locations - general housekeeping tasks with a particular regard to cleanliness, tidiness and safety.
11. To work within all NDAWA’s policies and procedures.
12. Attend relevant in-service training and supervision as appropriate.
13. To undertake any other appropriate duties that contributes to the achievement and function of this post.

***Salary:*** £7.73 per hour. This post is subject to continued Supporting People funding.***Working Hours:***  14 hours per week over 4 mornings – Monday to Thursday (9.30am – 1pm); term time hours will be considered.***Annual Leave:*** 25 days per year (pro rata) plus public holidays.***Pension:*** 4% employee contribution/8% employer contribution*The job description is a general outline of the post as it is currently perceived by NDAWA. This job description is not intended to be restrictive or definitive and will be modified to meet the requirements of the evolving needs of the services we provide. The responsibilities of the post will change in line with continuous improvements as NDAWA aims to meet its vision, strategic planning and best response to the needs of clients accessing our services.***NDAWA is an Equal Opportunities Employer** |  |

**NORTH DOWN & ARDS WOMEN’S AID**

**Administrative Support Worker**

**PERSON SPECIFICATION**

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|  | **ESSENTIAL** | **DESIRABLE** |
| **Experience**  | 1. At least 2 years’ recent experience of providing administrative support in an office environment and knowledge of office procedures.
2. Experience of call handling, meeting and greeting.
 | 1. Previous experience within a charity.
2. Experience of crisis response to women (via telephone and/or face-to-face).
 |
| **Skills and Abilities** | 1. Strong and comprehensive skills in Microsoft Office
2. Word- ability to produce a high standard of

 document;1. Excel – ability to design formulated spreadsheets;
2. Publisher - ability to design promotional materials;
3. PowerPoint - ability to produce professional

 presentations.1. Ability to work independently and use own initiative, employing organisational and problem solving skills.
2. Proven communications skills.
3. Strong interpersonal and team working skills with a flexible and adaptable ‘can do’ attitude to work.
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| **Knowledge** | 1. A knowledge of the work of Women’s Aid and an understanding of/empathy with women and children who have experience domestic and sexual abuse.
 | 1. Training and/or qualifications in the field of domestic and sexual abuse.
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| **Qualifications** | 1. GCSE Mathematics grade A –C (or equivalent).
2. GCSE English grade A – C (or equivalent).
3. IT qualification ie ECDL, Microsoft Office Diploma, GCSE or equivalent experience.
 | 1. Higher qualification/s in relevant field.
 |
| **Other** | 1. The successful candidate must be able and willing to work flexibly on occasions and to attend Monday afternoon team meetings once a month.
2. Legally entitled to work in the UK.
3. Able to meet Enhanced Access NI requirements.
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**Applicants please note:** Shortlisting will be carried out on the basis of the minimum criteria set out

above, using the information given on the application form. You should therefore address the

requirements when completing the application form, as failure to do so may result in you not being

shortlisted.

**Due to the level of contact with vulnerable women and children, the lawful recruitment of females for this post falls within the exemption stated in Article 10 (2b and 4e) of the Sex Discrimination (N.I.) Order 1976**

**NDAWA is an Equal Opportunities Employer**



##### Application for appointment as

##### Administrative Support Worker

This form must be returned no later 12pm on **Friday 13th October 2017** to:

 (late submissions will not be accepted)

Private & Confidential

HR - Applications

North Down & Ards Women’s Aid

18 Bingham Street

Bangor, BT20 5DW or emailed to: jobs.ndawa@gmail.com

**Guidance notes for completion of application forms:**

* Please complete this form in print only; **we do not accept handwritten applications**.
* Applicants are advised that the short listing of candidates will be based only on the details given in the application form.
* CV’s must not be included as part of your application and if submitted will not be considered.
* Please note that all sections of the application form must be completed in full. Where sections are not relevant, write “Not applicable” or “None.” **Do not leave blank**.
* NDAWA reserves the right to shortlist only those candidates who best fit the criteria.
* Desirable criteria for this post may be used to facilitate the short listing process.
* All sections of the form must be completed and continuation sheets may be used for this purpose if necessary.
* **We accept hard copy or emailed applications.**

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| Title | Surname | Forename(s) (Please underline name by which you are known) |
|  |  |  |
| Address | Contact telephone number/s | Email address |
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| Are you eligible to work in the UK? YES/NO*Please note that we are only able to employ people who have the right to work in the UK.***If the Person Specification states that access to a car is an essential criteria for the post please answer the following questions:**Do you hold a full driving licence? YES/NODo you have access to a reliable form of transport? YES/NO |

**Present and previous work experience/voluntary work**

Please start with the most recent experience, include any breaks in employment

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| --- | --- | --- | --- |
| Employer name and nature of organisation | Post held and brief outline of responsibilities | Dates(month and year)From To | Reason for leaving |
|  |  |  |  |
| Salary and benefits of most recent post | Notice required |
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| If there are any gaps in your employment, please explain further. |
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**Education & qualifications**

**Secondary level, further and higher Education**

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| --- | --- | --- | --- | --- |
| From | To | Type of school/college/university attended | Subject | Examinations passed/working towards |
| Level | Grade | Date |
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| Membership of professional institutions/associationsDetails of any other training/qualifications gained which support your application. Include any on the job training as well as formal courses.(use further space if required) |  |

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| **Essential Criteria** |
| Please refer to the **Person Specification** which sets out the experience, skills & abilities, knowledge, qualifications and other competencies you need to carry out the activities given in the role profile. We use it at both the short-listing and interviewing stages of the recruitment and selection process as the criteria you’ll be assessed on. Essential Criteria– this is the criteria that you need to meet to perform at a satisfactory level from the first day in the job. If you don’t meet the essential criteria, you won’t be short-listed for interview. Please ensure you give work-based evidence and examples - it is not sufficient enough to state you meet the criteria – applicants must explain how they meet it.1. Experience - At least 2 years’ recent experience experience of providing administrative support in an office environment and knowledge of office procedures.
2. Experience of call handling, meeting and greeting.
3. Skills & Abilities – Strong and comprehensive skills in Microsoft Office - Word, Excel, Publisher and PowerPoint.
4. Word – ability to produce a high standard of document:
5. Excel - ability to design formulated spreadsheets:
6. Publisher - ability to design promotional materials:
7. PowerPoint – ability to produce professional presentations:
8. Skills & Abilities - Ability to work independently and use own initiative, employing organisational and problem solving skills.
9. Skills & Abilities – Proven communication skills
10. Skills & Abilities - Strong interpersonal and team working skills with a flexible and adaptable ‘can do’ attitude to work.
11. Knowledge - A knowledge of the work of Women’s Aid and an understanding of/empathy with women and children who have experience domestic abuse.
12. Qualifications - GCSE Mathematic grade A –C (or equivalent).
13. Qualifications - GCSE English grade A – C (or equivalent).
14. Qualifications - IT qualification ie ECDL, GCSE, Microsoft Office Diploma or equivalent experience.
15. Other - Be able and willing to work flexibly on occasions and to attend Monday afternoon team meetings once a month.
16. Other - Legally entitled to work in the UK.
17. Other - Able to meet Enhanced Access NI requirements

(Use further space if required) |
| **Desirable Criteria** |
| Please refer to the **Person Specification** which sets out the experience, skills & abilities, knowledge, qualifications and other competencies you need to carry out the activities given in the role profile. We use it at both the short-listing and interviewing stages of the recruitment and selection process as the criteria you’ll be assessed on. Desirable Criteria*–* the desirable criteria that would allow you to perform the job more effectively. Please ensure you give work-based evidence and examples - it is not sufficient enough to state you meet the criteria – applicants must explain how they meet it.1. Experience - Previous experience within a charity.
2. Experience - Experience of crisis response to women (via telephone and/or face-to-face).
3. Knowledge - Training and/or qualifications in the field of domestic and sexual violence.
4. Qualifications – Higher qualification/s in relevant field.

(Use further space if required) |

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| Please supply two professional referees (not relatives) one who should have knowledge of your present and most recent work and be in a Supervisory/Managerial role. References will only be contacted after interview and when a job offer has been made. |
| Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Occupation \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Organisation \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Email Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Contact No \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| Due to the nature of the work environment, positions within NDAWA will require the post-holder to undertake a confidential Access NI background check, where the post is a regulated position as defined by the Safeguarding Vulnerable Groups Act 2006 and Safeguarding Vulnerable Groups (NI) Order 2007 and also falls within the definition of ‘excepted’ employment as provided by the Rehabilitation of Offenders (Exceptions) Order (NI) 1979. Therefore, you are required to answer the following question. Disclosure will not necessarily prevent you from obtaining this position. **Do you have any convictions, cautions, reprimands or final warnings that are "unspent" as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013)?** |
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| Conflicts of Interest – Please give details of any personal or professional interests that may be relevant to the work, ethos, vision, core aims and values of NDAWA (statements are included in this application pack) and which could lead to a real or perceived conflict of interests if you are successfully appointed to the post.  |
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| Do you have any pre-booked holiday arrangements which NDAWA needs to be aware of in respect of your availability? If yes, please give dates. (NDAWA is under no obligation to take into account holiday arrangements but will endeavour to do so.) |
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| The Disability Discrimination Act 1995 defines a disability as ‘a physical or mental impairment which has a substantial and long term adverse effect on a person’s ability to carry out normal day to day activities’. Candidates with a disability will be given equal consideration. Do you have any disabilities which may affect your application? If YES, are there any reasonable adjustments, which you feel, should be made by the recruitment process to assist you in your application for the job? |
| Please note candidates with a disability will have the opportunity to discuss their employment needs at interview to enable NDAWA to identify if reasonable adjustment/s can or should be made. |

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| Declaration and signature |
| Data Protection - I understand that the data contained in this application form and the “sensitive personal data” on the attached monitoring form will be retained on file and may be processed by NDAWA for use in connection with this application for employment, or to comply with any requirement of statutory legislation in order for NDAWA to comply with its legal obligations, and I hereby agree to any such processing by NDAWA. NDAWA will ensure that I am safeguarded against the possible misuse of any personal information about me that is kept on file by strictly controlling access and use. Such access and use will be in compliance with the Data Protection legislation and will be on a “need to know” basis only.I declare that the information given in this form and in any accompanying documentation is true to the best of my knowledge and belief and give my permission if I am the successful applicant, for enquiries to be made (including online enquiries) to confirm qualifications, experiences and dates of employment, right to work in the UK and for the release by other people or agencies of necessary information to verify the content. I further agree that, should I be successful in this application, I will consent to an application for disclosure of criminal convictions. I understand that my application, any job offer made, and any subsequent employment with NDAWA may be withdrawn in the event that I have given any false or misleading information or have withheld any relevant details or have received unsatisfactory references and AccessNI background checks.Canvassing, either directly or indirectly, will be an absolute disqualification. NDAWA may use online sources to collect data during the recruitment process.**Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***(A digital signature will be accepted – if shortlisted for interview you will be required to provide written signature at time of interview.)* |



# Equal Opportunities Monitoring Form

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Male 🞎

Job Title applied for: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Female 🞎

* Please indicate the community to which perceive you belong by ticking the appropriate box below. This information is not disclosed to anyone before selection is completed.

I am a member of the Protestant community 🞎

 I am a member of the Roman Catholic community 🞎

 I am a member of neither the Protestant nor the Roman Catholic community 🞎

Do you suffer from a physical or mental impairment as defined

 by the Disability Discrimination Act 1995? Yes / No

* How would you define your ethnic origin?

 Black African 🞎 Black Caribbean 🞎 Black Other 🞎 (please specify) \_\_\_\_\_\_\_\_\_

 Bangladeshi 🞎 Indian 🞎 Pakistani 🞎

 Chinese 🞎 White 🞎 Traveller 🞎

 Mixed 🞎 Other 🞎 (please specify) \_\_\_\_\_\_\_\_\_

Thank you for your co-operation