

***For the care and care of those bereaved, traumatised or injured as a result of the ‘Troubles’***

**Applicant Information Pack**

**Administrator, Armagh**

:



Dear Applicant,

**Post: Administrator, Armagh**

Thank you for your interest in the above post.

Short listing will be completed on the basis of the information you provide on the application form, therefore please ensure you complete **all relevant sections to help us make our decision**. **Please note that we do not accept CV’s**.

Please find enclosed the following: -

* Our Mission and Values
* Job Description
* Personnel Specification
* Outline of Terms and Conditions
* Guidance Notes
* Employment Application Form and Monitoring Form (for completion).

We request that you complete and return this for statistical monitoring purposes.

For information on WAVE, please visit our website [www.wavetraumacentre.org](http://www.wavetraumacentre.org).

If you intend to complete and return the Application Form, please also complete and return the enclosed MONITORING QUESTIONNAIRE and place in an envelope. This will be treated in confidence. We request this information to help WAVE promote equality of opportunity in employment. Our recruitment policy operates on the merit principle i.e. we select the best person for the job, regardless of religious affiliation, political opinion, belief, age, race, gender, marital status, sexual orientation or disability.

We would like you to know that: -

Only the Application Form is considered by our Recruitment Panel, who shortlist and interview for vacancies. The Monitoring Questionnaire is confidential to our Monitoring Officer who uses it for compiling statistical information and is not seen by the Recruitment Panel.

If you have any questions regarding the information enclosed, please do not hesitate to contact us.

I look forward to hearing from you.

Yours faithfully

Tracey Shirlow

HR Manager

**PLEASE NOTE: CLOSING DATE: Friday 4th August, 2017 4.00 pm**

**Hard Copy Completed forms should be returned to:**

**HR Manager, WAVE Trauma Centre,**

**5 Chichester Park South, Belfast, BT15 5DW.**



**WAVE: Who we are?**

WAVE, established in 1991, is a voluntary, cross community charitable organisation which offers care and support to anyone bereaved, traumatised or injured as a result of the Troubles/Conflict. ***The philosophy and ethos of the organisation is one of inclusiveness, providing care for anyone irrespective of religious, cultural or political belief.*** WAVE promotes a respect for life and an understanding of difference that is seen as enhancing rather than threatening. WAVE continually seeks creative ways of working through issues that have the potential to divide.

Over the years the violence in Northern Ireland has led directly to the deaths of over 3,600 people and resulted in over 40,000 serious injuries. The Cost of the Troubles Study (1997) estimated that, “At the very least 6,800 people have the experience of one of their immediate family - parent or sibling - being killed in a troubles-related incident.” The true cost however, is much higher as the relatives of those killed and maimed have also suffered ill health, disruption of family relationships, impaired functioning, and substance abuse and in some cases when their grief became intolerable, suicide.

Over the last twenty five years the level of calls and referrals to WAVE has increased year on year. Referrals are received from those affected by violence more recently in addition to those injured, traumatised or bereaved across the last four decades. This indicates the necessity of providing the services offered by WAVE on a long-term basis.

To date WAVE has offered care and support to over 10,000 people, a cross section of adults, young people and children. WAVE works to utilise the benefit of every pound received in funding or donations for the benefit of clients. The organisation’s management cost is extremely low at 8%, well below the recommended national level of 15%. WAVE offers exceptional value for funders and strong professional services for clients.

WAVE has extensive community based Trauma Education Programmes. These programmes have been refined and developed over 18 years and offer students a range of options to meet their learning needs. Trauma Training includes:-

* Short Trauma Courses accredited by the School of Education at Queen’s University Belfast under their Open Learning Programme.
* A BSc. (Hons) in Psychological Trauma Studies is delivered in partnership with the School of Nursing and Midwifery at Queen’s University. It remains the only undergraduate trauma programme available in the United Kingdom and Ireland.
* A Postgraduate Pathway in Trauma Studies is currently being developed in partnership with University College, Cork. It is scheduled for delivery in the 2017/2018 academic year.
* Professional Development in trauma awareness and trauma informed practice for social work and nursing students is delivered in partnership with the Schools of Social Work and Nursing and Midwifery at Queen’s University.

WAVE has an extensive network of delivery processes across Northern Ireland. The organisation operates from five Outreach Centres in: Belfast, Armagh, Omagh, Ballymoney and Derry Londonderry and services such as Outreach/Befriending, Health and Wellbeing, Psychotherapy/Counselling, Advice/Welfare, Trauma Training, Personal Development, Training Opportunities and Complementary Therapies are available from all its Centre’s. In addition the organisation has a number of satellite projects operating across a range of venues in response to local need.



**Organisation Profile**

**Job Title:** Administrator, Armagh

**Job Reference No.:** ADMIN/ARM/AUG/17/

**WAVE Trauma Centre’s Mission and Values:**

**Mission: WAVE’s Mission is to:-**

* Serve people directly affected by the Troubles/Conflict in Northern Ireland.
* Empower individuals, communities and wider society through trauma education programmes.

**Values: WAVE is committed to:-**

* Empowerment of those bereaved, traumatised or injured by the Troubles/Conflict in Northern Ireland.
* Inclusivity in all its work.
* Working to promote the non recurrence of violence.
* Equality and good relations as the foundation for our work.
* Continuous improvement through ongoing review of the provision of high quality, innovative evidence based services.
* Responding to change and shaping delivery within the victim/survivor sector.
* Helping to build a shared and cohesive future to address the legacy of the past.
* Accountability to clients and to funders for the services and programmes delivered within effective financial processes.
* Partnership with other agencies to achieve better outcomes for clients.
* Continued development and recognition of our staff and volunteer team.



**Job Description**

**Job Title:** Administrator

**Reports to**: Project Manager

**Job Reference No.:** ADMIN/ARM/AUG/17/

**Location:** Armagh

**Key working relationships:**

**Internal contacts:**

* Management and staff
* Individuals and families (clients)
* Sessional personnel
* Volunteers

**External contacts:**

* Other community and voluntary organisations
* Statutory agencies

**Job Purpose:**

**Supporting people directly affected by the Conflict in Northern Ireland by:**

* Providing an effective and efficient administration service and
* Assisting the Project Manager and staff team in the daily running of the centre.

**Key Responsibilities:**

**Administration**

1. Undertake reception duties to include answering the telephone and greeting clients, volunteers, members of the public and representatives of other agencies/organisations in a friendly and professional manner, providing hospitality as required.
2. Carry out general clerical duties, for example sorting and distributing mail, organising and maintaining filing systems, information and other HR related documents such as toil/timesheets and annual leave forms.
3. Manage the centre diary, take bookings, prepare rooms and organise hospitality as required.
4. Manage all sessional personnel appointments and subsequent room bookings.
5. Record and verify all sessional personnel client records, advising on amendments as necessary.
6. Undertake all aspects of tendering and procurement in accordance with organisational policies and procedures.
7. Operate the petty cash system maintaining and recording financial expenditure as per organisation policies and procedures.
8. Prepare a monthly financial checklist to include all invoices and any debit card transactions for verification by the Project Manager.
9. Maintain accurate records and meet the requirements of our various funders in accordance with their current policies and procedures.
10. Assist with organising conferences, seminars, residentials and fundraising events as and when required.
11. Participate and contribute to weekly staff meetings, recording and distributing minutes.

**Monitoring and Evaluation**

1. Register and continuously update client records to the WAVE Database.
2. Generate statistical reports on a monthly and “request” basis for the purposes of internal and funder usage.

**Information Technology**

1. Upload and update content to the WAVE Website and other social media forums (Twitter, Facebook) as directed by the Project Manager.
2. Respond to emails on behalf of the organisation and signpost to relevant staff as required.

**Other**

1. Undertaking training as required by the Project Manager and attend staff meetings as requested.
2. Any other reasonable duties requested by the Management Board.



**Person Specification**

**Job Title**: Administrator **Based at:** Armagh

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| **Selection Criteria** | **Essential** | **Desirable** | **Method of Assessment** |
| 1. **Qualification/Education**   (i). 2 GCSE’s to include English Language Grade C or above or relevant equivalent e.g. RSA/NVQ/GNVQ etc.  (ii). RSA/OCR Level 2 Word Processing or equivalent. | ✓  ✓ |  | **A**  **A** |
| 1. **Experience**   (i). A minimum of 2 years’ experience of working in an administrative role within an office environment. | ✓ |  | **A** |
| 1. **Knowledge**   (i).Demonstrable working knowledge of Microsoft Office to include Word, Excel, Outlook, Access and Publisher. | ✓ |  | **A/T** |
| 1. **Skills and Abilities**   (i).Ability to accurately record and transcribe minutes of meetings.  (ii).Excellent organisational, communication and interpersonal skills. | ✓  ✓ |  | **A/T**  **A/I** |
| 1. **Other Requirements**   (i)\*Current driving licence and access to a suitable vehicle (appropriately maintained and insured for business). (\*This criteria will be waived in the case of an applicant whose disability prohibits driving but who is able to demonstrate an appropriate alternative means of meeting the mobility requirements of the post). |  | ✓ | **A** |

**A = Application Form I = Interview P = Presentation T = Test**

**R = References**



**Outline - Terms and Conditions of Employment**

The following information represents the key terms and conditions of this post and should not be viewed as a Contract of Employment.

**Salary:** £18,746.00 per annum.

**Place of Work:** You will be based at 15 Abbey Street, Armagh, BT61 7DX.

**Hours of Work:** 37.5 hours per week

**Pay Periods:** You will be paid on the third last working day of the month.

**Probationary Period:** Normally six months.

**Holidays:** 23 days per annum (increasing with service) and 11 statutory days. The leave year operates from April to March.

**Benefits:** 8% employer pension contribution

Mileage payable at 0.40p

External Supervision

**Smoking Policy:** WAVE operates a non-smoking policy.