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Omagh Support & Self Help Group

Clerical Officer

Closing Date for Applications:

12 Noon Friday 26th May 2017



1. **Job Description**

**Job Title:** Clerical officer

**Organisation:** Omagh Support & Self Help Group

**Location:** Bridge Centre, 5A Holmview Avenue, Omagh, BT79 0AQ

**Salary:** £8,674 pro rata per annum

**Hours:**  18 hrs per week

**Duration** 31st March 2020 (possible extension, subject to funding)

**Reports to:** Project Assistant

**Background:**

* The Group is established for the benefit of Victims & Survivors of trauma particularly, but not exclusively, those who have been bereaved or injured by the Omagh Bomb (‘the beneficiaries’) and to provide or assist in the provision of facilities for the relief of poverty, sickness and disability whether physical or mental, the advancement of education, protection and preservation of health and provide facilities in the interest of social welfare, recreation or other leisure-time occupation with the object of improving the conditions of life for the said beneficiaries.
* To address legacy issues of social division, such as sectarianism and cultural diversity by establishing clearly the commonality of suffering across communities and the futility of social conflict;
* To acknowledge and address an established need of victims traumatised by terrorist conflict and still displaying divisive and negative consequences of the troubles in the specified catchment area;
* To bring relief to persons who are suffering hardship, sickness or distress as a result of the conflict related incidents in Northern Ireland;
* To advance the education of the wider community of the effects of the conflict and especially the effects of the conflict on second and third generation victims;
* To advance community reconciliation and empowerment without distinction of age, gender, sexuality, nationality, ethnic origin, political or religious opinion, by associating the statutory authorities, voluntary organisations and the inhabitants in a common effort to advance education, and provide support services in the interests of social welfare for recreation or personal regeneration, with the object of improving the conditions of life for Victims and Survivors.

**Purpose of the Role**

* To provide effective and efficient assistance to all staff on all matters relating to project development, administration and finance.
* To assist in the promotion and implementation of a schedule of programmes and support services.

1. **Organisational Structure**

**Management Committee (MC)**

11 Members elected

From organisation membership

**Director**

Accountable to MC.

Operation of projects and services

Financial Management, Legal compliance, Mission, policy and planning

**Project Assistant**

Accountable to Director

To assist in the operation of projects and services

Administrative and Financial Management

**Advocacy Worker**

Accountable to Director

To offer support, advocacy and advice in relation to Truth, Justice and Acknowledgment

**Welfare Advisor**

Accountable to Director

To maximise income and provide welfare support

**Health & Wellbeing Caseworker**

Accountable to Director

To Co-ordinate and Deliver Health and Wellbeing Services.

**Membership and Beneficiaries**

Victims and survivors that receive benefit from organisation project and activities. Power to elect management committee at AGM

**Clerical Officer**

Accountable to Project Assistant

To provide clerical support

1. **Responsibilities**

#### Administration

1. To provide administrative, clerical and secretarial support to the Project Assistant, Director and other staff.
2. To carry out general clerical duties e.g. organising and maintaining filing systems, sorting and distributing mail, other documents and information. Compilation of timesheets, attendance, sickness, annual leave and associated HR records.
3. To greet clients, volunteers, clients of the public and representatives of other agencies/organisations in a friendly and professional manner and provide hospitality as required.
4. To maintain calendars, diaries and booking appointments
5. Minute taking and preparation of board papers, meetings etc.
6. Assisting with planning and organising events
7. To assist with volunteer management
8. Producing publicity materials e.g. newsletters, flyers etc.
9. Preparation of claims to funders

**Information Technology**

1. To maintain and update confidential database systems to provide necessary reports on a regular basis.
2. To fully utilise Windows XP/Windows 7 and all aspects of Microsoft Office Suite for all word processing of documents, letters, reports etc.
3. To undertake all photocopying, filing and faxing as required etc.
4. Maintaining and updating website

###### **Other**

1. To promote the aims and objectives of OSSHG through marketing strategies i.e. Monthly Updates, Newsletters, Web Content Management and Annual Reports etc.
2. To complete an individual monthly progress report for submission to the Management Board.
3. Provide assistance with the preparation of funding applications and carrying out research as required.
4. To attend events/meetings as and when required
5. Ensure the secure storage of confidential documentation
6. To undertake any other reasonable duties as deemed relevant by the DIRECTOR
7. **Role Competencies**

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| --- | --- | --- | --- |
| **Selection Criteria** | **Essential** | **Desirable** | **Method of Assessment** |
| **1. Qualification/Education** (a). GCSE English Language and Maths at Grade C or above (or equivalent) (b). 5 GCSEs at Grade C or above (or equivalent) (d). OCR/RSA Stage 2 Word Processing (or equivalent) | ✓ | ✓  ✓ | A  A  A |
| **2. Experience** (a). A minimum of 1 years’ experience in an administrative role within a client-facing environment. (b). A minimum of 1 years’ experience of managing budgets  (c). Experience in working with Victims & Survivors or the voluntary/community sector in a paid capacity.  (d) Experience in Monitoring and Evaluation of EU / Statutory & Cross-border and OFMDFM Core funded Programmes  (e) Experience in minute taking and  producing reports for Management | ✓ | ✓  ✓  ✓  ✓ | A/I  A/I  A/I  A/I  A/I |
| **3. Knowledge** (a). Strong working knowledge of all aspects of Microsoft Office Suite (to include Word, Excel, Outlook, Access, Publisher, PowerPoint). | ✓ |  | A/T |

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

.**General Statement**

This job description is an accurate reflection of the job as it is currently. However due to continuous organisational development the duties, designation etc of the post may be subject to change to meet the needs of the organisation. All prospective changes will be discussed with the post holder.

The people who use our services are the reason for our existence. Clients of staff are at all times required to provide a caring service and to treat anyone with whom they come into contact in a courteous and respectful manner.

As an employee, you have a duty to take reasonable care for your personal health and safety and that of others who may be affected by your acts or omissions at work. You should also co-operate with Omagh Support & Self Help Group in complying with all statutory requirements. Staff will be expected to demonstrate their commitment to Omagh support & Self Help Group by their regular attendance and the efficient completion of all tasks allocated to them.

As an employee of Omagh Support & Self Help Group you should not disclose other than to an authorised person in the course of your duty, any information which you have obtained or to which you have access. This condition also applies should you leave the Organisation for any reason.

**Person Specification - Behavioural Competencies:**

* Interaction with beneficiaries, external agencies and the public

Developing, maintaining and enhancing effective working relationships with a wide range of external contacts which will include members of the public, the statutory and voluntary/community sector, colleagues and other appropriate stakeholders. The post holder must possess excellent people management, influencing and negotiation skills.

* Planning and Organising

The planning and organising of work to ensure the most effective use of available time and resources. Obtaining and organising information and resources to support work activities in line with policies and procedures. Working to tight deadlines and have the ability to work under pressure. Attention to detail and accuracy with figures are essential.

* Information and Communication

Communicate effectively both orally and in writing. Has the ability to receive, process and gather relevant information and to communicate information and advice in a manner that is understood, is timely and is tailored to the needs of the recipient. The post-holder requires strong IT skills and competence in the use of all aspects of Microsoft Office.

* Team Working

Teamworking is about working co-operatively to achieve shared goals. It is about understanding how you work within a team, the impact of your behaviour and your own strengths and limitations. OSSHG works across organisations and cultures. Within the organisation, staff must work co-operatively together sharing best practice, breaking down barriers, and communicating fully on new initiatives and priorities. Understanding oneself enables individuals better to understand and relate to others.

1. **Application Process**

Following deadline for receipt of applications the selection process will continue as follows:



1. **Guidance for Making Your Application**

Application should consist of a completed application form and the completed monitoring form to **Geraldine Gormley, GH Skills, 64A Derry Rd, Tyrone, Omagh BT78 5DY**

**Application Submission**

Completed applications can be submitted by:

* Posted or hand delivered to
* Applications must contain an original signature

Deadline: 12 noon Friday 26th May 2017.

We will not accept incomplete application forms; application forms received after the closing deadline or reformatted application forms.

Applicants using Royal Mail should note that 1stclass mail does not guarantee next day delivery. It is the responsibility of the applicant to ensure that sufficient postage has been paid to return the form to meet the required deadline.

Should you have any queries please contact Cat Wilkinson, Director, Bridge Centre, 5A Holmview Avenue, Omagh, Co.Tyrone, BT79 0AQ or telephone 028 82259877.

**Interview Guidance for Applicants**

At the interview, the selection panel will assess candidates against the behavioural competences, qualifications and experience for the post.

**Further Appointments from this Application**

Where a further position in the Organisation is identified which is considered broadly similar to that outlined in this candidate information booklet, consideration will be given to filling the position from this competition. The reserve list resulting from this competition will be valid for a period of up to one year.

**Disability Requirements**

If reasonable adjustments are required by candidates on account of disability the organisation will make every effort reasonable to accommodate such.

**Vetting Procedures**

For vetting procedures candidates will be required to produce the following for interview:

* Passport;

OR

Document verifying your permanent National Insurance number (e.g.P45, P60 or National Insurance card);

AND

Birth certificate which includes the names of your parents (long version);

* Specimen signature;
* Proof of qualifications (original certificates);
* 2 satisfactory references (References will not be sought until after the final stage of the assessment process);
* Access NI criminal record check (unspent convictions only).