

Administrative and Support

Officer- Foyle

Information for Applicants



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Background Information

Victim Support has focused on addressing the harm caused to victims and witnesses of crime since 1981. On a daily basis we witness the impact of crime and the Criminal Justice System can have on an individual, their family, friends, and the local community.

Our Redress, Restore, Recover strategy for 2020-24 builds on our past successes, sets out what changes we wish to see and what we as an organisation will focus on to help achieve this.

It aims to address the recovery and wellbeing needs of victims and witnesses by addressing the harm and vulnerability caused by crime. It broadens our focus on the justice journey to include the wider recovery journey and needs of victims of crime.

Please find below the links to our Strategy on the website and on YouTube showing an animation explaining the Strategy.

**Website:** <https://www.victimsupportni.com/site/wp-content/uploads/2020/11/Strategy-document-2020-24.pdf>

**YouTube:** <https://youtu.be/pDRNwBT4hsc>



Our Vision & Values

A society that ensures tailored support and information is available for people affected by crime

The long-term vision of our organisation is of..



Our mission is to..

Reduce the harm caused by crime and advance the rights of victims and witnesses of crime in Northern Ireland

Our core values of Integrity, Respect & Compassion allow us to respond to the needs of victims and witnesses, providing tailored support, enabling them to recover and move on from the impact of crime. We will help victims to seek redress when their needs are not met. We will uphold and promote the rights of victims and witnesses, and will campaign for a cross governmental approach to address the harm and vulnerability caused by crime.

Benefits Package

**Annual leave:** 25 days per holiday year (April – March) pro rata

**Statutory days/public holidays:**  13 days pro rata

**Pension:** Contributory pension;

Minimum of 5% employee Salary Exchange contribution

6% Employer contribution

**Life Assurance Benefit:** 2 Times annual salary

**Health Cash Plan:** We currently provide cover under the Bupa level one health scheme (where applicable)

**Family Friendly Policies:** Victim Support NI provides a full range of family friendly polices including flexi-time

**Wellbeing and Support:** Our provider is Health Assured who provide a complete support network that offers expert advice and compassionate guidance 24/7

HOW TO APPLY

PLEASE READ THE FOLLOWING INFORMATION CAREFULLY BEFORE COMPLETING THE APPLICATION FORM

**Applications and attached sheets CV’s :**

* Applications will only be accepted on Victim Support NI application forms. Cv’s will not be considered
* It is the responsibility of all applicants to clearly demonstrate – in their application form – exactly how they meet the essential (and desirable if applicable) criteria for the post as stated. Failure to do so may result in not being short-listed.
* Attached sheets – within the word limit – will only be considered where they are continuation sheets of a section of the Application Form where insufficient room was available to include all the necessary details.
* All information provided by an applicant on an application form must be true and accurate. Any application forms containing information that is discovered to be untrue or inaccurate will not be accepted. If an appointment has already been made, it may result in disqualification from appointment or dismissal.
* Applications submitted by email will require a handwritten signature at interview.
* Applications must be received by the designated deadline (time and date). Those applications received after the designated deadline will not be accepted.
* Completed applications should be emailed to recruitment@victimsupportni.org.uk OR by post to the HR Department, Victim Support, Albany House, 73-75 Great Victoria Street, Belfast, BT2 7AF.
* **Please note that it is our policy to communicate with applicants primarily by email, so we ask that you check your email account regularly to avoid missing any emails**.

**Essential and Desirable Criteria**

* Essential and Desirable criteria are a vital part of your application. Read the Job Description and Personnel Specification carefully before completing this section and base your supporting evidence on the Essential and Desirable criteria.
* It is essential that you demonstrate by providing personal and specific details – within the word limit - how you meet the essential criteria, otherwise you may not be shortlisted.
* It is not sufficient to simply state that you possess the criteria – you must fully demonstrate in your responses, by outlining your experience and qualifications.

It is recommended that you use the following model to describe experience:

**Situation:**

Describe a specific example that relates to the criteria

**Task:**

Explain the context or background to the example. Who else was involved? What were the particular circumstances etc?

**Action:**

Outline the specific actions you took to meet the challenge

**Result:**

Describe the result or outcome of your actions. Consider if, with hindsight, your actions were correct; what, if, anything would you do differently now; and what have you learnt from this experience.

For further information on the STAR method please see the link below:

[The STAR method (nationalcareers.service.gov.uk)](https://nationalcareers.service.gov.uk/careers-advice/interview-advice/the-star-method)

**Selection and Interviews**

* Where a high volume of applications is received, desirable criteria may be relied upon during shortlisting.
* The interview process may include the use of selection tests in addition to a panel interview.
* Candidates shortlisted for interview will be advised of the interview process via email.
* At interview candidates will be questioned about their experience regarding the main functions of this post.
* The interview panel will assess all candidates based on performance during selection tests and at interview.
* Should you require reasonable adjustments when attending interview, please let us know to ensure we can accommodate your needs wherever possible.

**Waiting Lists**

* A waiting list **may** be retained for a period of 12 months for future permanent and temporary vacancies for similar positions.

**COVID-19 – Recruitment activity such as interviews will be held in accordance with government guidance regarding, social distancing measures. This may involve holding the interviews remotely via virtual platforms such as Go to Meetings, Zoom or Skype.**

**RIGHT TO WORK IN THE UK**

We have a legal responsibility to ensure that all our workers and employees have the legal right to live and work in the UK.

**Check of original documents as proof of right to work in the UK or online check of digital UK immigration status.**

If you are invited to an interview, you will be asked to bring with you original copies of documentation that provides evidence of your right to live and work in the UK. If you have a digital UK immigration status you will be asked to provide a share code for us to conduct an online check.

For original documents, this can be one or a combination of original documents from the [list of acceptable documents produced by the Home Office](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/378926/employers_right_to_work_checklist_november_2014.pdf).

Please note that for EU nationals from 1 July 2021 an EU Passport or ID card is no longer an acceptable document for proof of right to work and a UK immigration status will be required to be shown. This is usually a digital status without a physical document and an online check of this will be required before commencing work.

Since May 2014, it has been a requirement for visas and Indefinite Leave to Remain stamps in passports to be in a valid document in order to be acceptable evidence of right to work. Visas/stamps in expired passports cannot be accepted.

For physical documents where an online check cannot be undertaken, the original documents will be checked by a member of staff in your presence to check that documents are genuine, valid and that there are no work restrictions that prevent you from undertaking the work concerned. A copy will be taken and signed and dated as checked by the member of staff.

These documents will be retained securely by the recruiting manager until the end of the selection process. At that point, if you are successful, the copy of the document will be retained on your personal file. If you are not successful, the copy will be destroyed securely.

**If you have not provided evidence of your right to work in the UK at an interview with us, any offer of work or employment made to you will be conditional upon you presenting this before you join Victim Support NI. This document check must be carried out before you start or can be paid for any work with us.**

The Role

**JOB SPECIFICATION**

**Title: Administration and Support Officer Part-Time**

**Responsible To: Administration Coordinator**

**Location:** **Victim Support NI, 17 - 21 Bishop Street, Foyle, BT48 6PR**

**Hours of Work:** **35 hours over two weeks as follows:**

**Week 1: Thursday and Friday,**

**Week 2: Wednesday, Thursday, Friday.**

**Duration: Permanent**

**Salary: £20,820.80 FTE pro rata**

**Purpose:**

The post-holder has responsibility for providing administrative support to the coordinator of the service to the specified standards and performance targets.

Victim Support NI supports people affected by crime in NI. We are recruiting for an Administration & Support Officer who will support our service to ensure that we can continue to provide victims with the high-quality support they need in the aftermath of a crime. Whilst having an ability to work on your own initiative, you will also work well as part of a team.

**Dimensions:**

Direct Reports: Nil

Budget responsibility: Nil

Volunteering: Victim Support Northern Ireland is a volunteer delivered service. In respect of this we encourage an ethos of volunteering throughout the organisation.

**Main Responsibilities**

* **Acting as the first point of contact within the Witness Service Office which may include dealing with emotive situations or distressed callers and escalating as appropriate.**
* **Reception and telephone duties which include contacting clients, dealing with sensitive information and with people in emotive situations. Welcoming clients and volunteers to the office, dealing with face to face and telephone enquiries from members of the public and maintaining the reception area.**
* **In conjunction with the Co-Ordinator, and where volunteers are unavailable:**
	+ - **Carrying out Risk Assessments with clients as required**
		- **Establishing best support by carrying out referrals based on best judgement of facts**
		- **Managing situations autonomously and on your own initiative**
* **Providing administrative support to the Co-ordinator, staff and volunteers.**
* **Managing all incoming and outgoing queries and requests for support including administering letters to clients.**
* **Timely and accurate logging of information on our client Case Management system, liaising with clients and other agencies as and when necessary.**
* **Managing the office diary, taking bookings, preparing rooms, and organising hospitality as appropriate.**
* **Maintain the purchase and supply of materials and stationery as agreed ensuring that all office equipment is properly stored, serviced, maintained, and repaired.**
* **Establishing and maintaining effective filing systems.**
* **Recording petty cash transactions and providing support to the coordinator as per Witness Service Petty Cash policies and procedures.**
* **Liaising with external agencies working within the Justice system in accordance with VSNI policies and procedures.**
* **Achieving standards of performance and performance targets.**
* **Travel to other Victim Support NI Office locations and Court locations, where we provide support service will be expected.**
* **Attendance at training, line management and team meetings as required.**
* **Full compliance with all financial, HR and other corporate responsibilities as appropriate to the post.**
* **Ensure that all Victim Support policies, particularly those relating to Confidentiality, Health & Safety and Equal Opportunities are applied.**

***The above detail of main responsibilities is not intended to be an exhaustive listing and the post-holder may be expected to accept additional / amended responsibilities in line with the organisation’s needs. Such additions / amendments will be in line with the capabilities of the post-holder.***

**Essential Criteria:**

**Qualifications and Experience:**

**•** 5 GCSE’s /O’ levels / Equivalent including English and Maths grade C or above with a minimum of one years’ experience in the provision of an effective administration service in an office environment

Or

Five years’ experience in the provision of an effective administration service in an office environment

**Skills and Experience**

• Proven organisational skills in an office environment

• Proven interpersonal skills, both verbal and written, with particular experience of making and receiving high volume telephone calls during peak periods.

• Experience of both internal and external stakeholder engagement

• Experience of dealing with confidential information - **both verbal and written**

• Experience of dealing sensitively with people in emotive situations

• Proven record of valuing accuracy and attention to detail within your work

• The post holder must be proficient in the use of Microsoft Office packages

• Experience of inputting data into an organisational case management system and applications

**Desirable Criteria:**

In addition to the above essential criteria, the following additional desirable criteria may be used to shortlist applicants:

**•** Experience of dealing with clients who may be vulnerable after experiencing a traumatic event would be advantageous

• Experience of addressing issues arising from working with the general public

• Experience of operation in a Volunteering organisation would be advantageous

• Knowledge of Northern Ireland Criminal Justice sector would be advantageous

We reserve the right to enhance the criteria as deemed appropriate in the event of a large volume of applications.