



Applicant Information Pack

Lead Administrator Trauma Education

(37.5hrs per week)



These posts are funded by the Victims and Survivors Service through the Victims and Survivors Programme administered on behalf of the Executive Office.



A project supported by PEACEPLUS, a programme managed by the Special EU Programmes Body (SEUPB)



Dear Applicant,

Post: Lead Administrator, Trauma Education - Belfast
Ref: LATE/BEL/JUN24/

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).

For information on WAVE, please visit our website www.wavetraumacentre.org.

If you intend to complete and return the Application Form, please also complete and return the enclosed MONITORING QUESTIONNAIRE. 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
Regional HR Manager

PLEASE NOTE: EXTENDED CLOSING DATE: Monday 8th July 2024 at 2.00pm
Completed forms should be returned to
recruitment@wavetrauma.org



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, substance abuse and in some cases when their grief became intolerable, suicide.

Over the last thirty 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 20,000 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, that staff member can access. These programmes have been refined and developed over 25 years and offer students a range of options to meet their learning needs. Trauma Education 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 has been developed in partnership with University College Cork.
- Professional Development in trauma awareness and trauma informed practice for social work, midwifery and nursing students is delivered in partnership with the Schools of Social Work, Medicine and Nursing and Midwifery at Queen’s University, Belfast.

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 Casework, Health and Wellbeing, Psychotherapy/Counselling, Advice/Welfare, Trauma Education, Personal Development, Training Opportunities and Complementary Therapies are available from all its Centre’s. In August 2021 WAVE opened a new residential centre in Killough, County Down. In addition, the organisation has a number of satellite projects operating across a range of venues in response to local need. We also source services for those directly affected living outside of Northern Ireland.

Most recently WAVE are delighted to be able to deliver an extensive support programme for survivors of Historical Institutional Abuse (HIA) and the Mother and Baby Institutions, Magdalene Laundries and Workhouses (MBMLW). This will include a range of evidence based therapeutic, outreach and health and wellbeing support, welfare, educational programmes and support activities. Services will be delivered through our five regional centres and from our satellite projects to those survivors of HIA and the MBMLW living in Northern Ireland, Ireland, GB and further afield.

Organisation Profile

Role Title: Lead Administrator, Trauma Education

Reference No.: LA/TE/BEL/JUN24/

WAVE Trauma Centre's Mission and Values:

Mission: WAVE's Mission is to: -

- Serve people directly affected by the Troubles/Conflict in Northern Ireland and survivors of Historical Institutional Abuse (HIA) and Magdalene Laundries and Workhouses (MBMLW).
- 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.
- Empowerment of survivors of Historical Institutional Abuse and Mother and Baby and Magdalene Laundries and Workhouses.
- 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: Lead Administrator (Trauma Education)

Reports to: Project Co-ordinator

Location: 5 Chichester Park South, Belfast, BT15 5DW

Key working relationships:

Internal contacts:

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

External contacts:

- Academic institutions and community, voluntary and statutory organisations and students.

Job Purpose:

To provide effective and efficient administrative support to the Project Co-ordinator and the Trauma Education team.

Main Duties and Responsibilities:

Administration:

- Provide administrative support to the Project Co-ordinator and Trauma Education team.
- Act as first point of contact for Trauma Education, answering all telephone queries and responding to all emails/correspondence requesting information on courses / workshops or any other information.
- Act as first point of contact for our partnering academic institutions.
- Use initiative, tact and diplomacy in responding to queries, issues and problems which arise within department in the absence of the Project Co-ordinator.
- Update the Trauma Education management information system for reporting purposes.
- Assist with the academic calendar of courses and advertise accordingly.
- Ensure registrations for Queens' University, Belfast (QUB) are up to date and sent in a timely manner.
- Manage Eventbrite and Social Media Postings.

- Ensure all materials are updated and streamlined with WAVE & Funders strapline and logos.
- Prepare all materials including PowerPoint presentations for each course / workshop/ presentation etc.
- Record evaluation data for courses / workshops and report on findings.
- Provide student feedback via email on behalf of Facilitators.
- Prepare attendance certificates.
- Organise and attend graduation ceremonies, presentation events and conferences, including hospitality.
- Liaise with HR regarding employee attendance at courses for the purposes of their continued professional development (CPD).
- Undertake all aspects of tendering and procurement as per the organisation's policies and procedures.

Business Improvement and Quality Management:

- Fully utilise Microsoft 365 for all processing of documents, letters and reports, emails and data input and retrieval.
- Ensure the management information system is updated on a regular basis according to set time frames and adhere to policies and procedures.
- Manage the security/processing of sensitive and confidential student information in keeping with the requirements of GDPR legislation.
- Ensure that all records, manual and/or computerised are held securely and all information is treated as confidential as per WAVE's Data Protection policy and procedures.
- Report immediately to the Line Manager any concerns, including any potential risk to clients, students, staff or others, or any child/adult protection concerns or any matters impacting on victims and survivors.
- Adhere to WAVE Risk Management procedures and protocols.
- Report immediately to the Line Manager any matter or concerns that may constitute reputational risk to WAVE.

Personal Development, Performance and Professionalism:

- Maintain high standards of personal accountability and ethical practice which are aligned with WAVE's values, ethos and policy and procedural frameworks.
- Ensure that the ethos of WAVE is promoted and that you act as an Ambassador for the organisation at all times.

Other:

- Undertake training as required.
- Undertake as required any work identified by the Line Manager.
- Attend WAVE staff, team and other meetings as required.
- Any other reasonable duties requested by the Line Manager

This job description outlines the core role of a Lead Administrator as it is currently. Additional elements within grade and competence may be added as appropriate to meet the needs of Trauma Education.

Personnel Specification

Job Title: Project Administrator, Trauma Education

Based at: Belfast

Selection Criteria	Essential	Desirable	Method of Assessment
<p>1. Qualification/Education</p> <p>(i). 4 GCSE's at Grade C or above (or equivalent), one of which must be English Language.</p> <p>(ii). OCR/RSA Stage 2 (Parts I & II) Word Processing or equivalent.</p> <p>OR</p> <p>The ability to demonstrate same level of competence</p>	<p>✓</p> <p>✓</p>		<p>A</p> <p>A/T</p>
<p>2. Experience</p> <p>(i). A minimum of two years' experience of working in an administrative role within an office environment.</p> <p>(ii). Experience of working within an academic/community education setting.</p> <p>(iii). Experience of maintaining a database.</p>	<p>✓</p> <p>✓</p>	<p>✓</p>	<p>A/I</p> <p>A/I</p> <p>A/T</p>
<p>3. Knowledge</p> <p>(i). Demonstrable working knowledge of all aspects of Microsoft Office 365.</p>	<p>✓</p>		<p>A/T</p>
<p>4. Other Requirements</p> <p>(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).</p>	<p>✓</p>		<p>A</p>

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: £29,269 per annum

Place of Work: You will be based at 5 Chichester Park South, Belfast, BT15 5DW.

Hours of Work: 37.5hrs per week
Monday – Thursday 9.00am – 5.00pm
Friday 9.00am – 4.30pm
Some evening work may be required to attend events etc.

Travel: You may be required to travel to our respective centres and other venues for trainings/meetings etc. as and when required.

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

Probationary Period: Normally six months.

Holidays: 25 days per annum (increasing with service) and 11 statutory days. The leave year operates from April to March.

Benefits:

- 8% employer pension
- Mileage payable at 0.45p
- External Supervision
- Training and Development (free WAVE trauma education training)
- Support to complete Continued Professional Development (CPD)
- Employee Support Package: -
 - Increased annual leave
 - Christmas Eve off (if falls with working week)
 - A one off 3 days award for a significant life changing event (moving house, marriage, civil partnership ceremony, graduation, holiday etc)
 - Healthcare cash back plan

Smoking Policy: WAVE operates a non-smoking policy.