

Administrative and Support Officer-

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](mailto: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.

The Role

**JOB SPECIFICATION**

**Title:** Administrative and Support Officer

**Responsible To:** Administration Coordinator

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

**Hours of Work:** 35 hours per week – 9am to 5pm, Monday to Friday

**Duration:** Permanent

**Salary:** £20,820 FTE Per annum

**Purpose:**

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.

The main purpose of the role involves the provision of initial support to victims/witnesses of crime and the maintenance of effective administrative systems that support this engagement process.

**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 VSNI which may include dealing with emotive situations or distressed callers and escalating as appropriate.***
* ***Telephone engagement with people who have recently experienced crime promoting the services of Victim Support NI to generate appointments into the service.***
* ***Reception duties which include welcoming clients and volunteers to the office, dealing with face to face enquiries from members of the public and maintaining the reception area.***
* ***Providing administrative support to the staff and volunteers***
* ***Administration of the Criminal Injuries Compensation Scheme within statutory deadlines until first decision from Compensation Services is received.***
* ***Timely and accurate logging of information on our client management system, liaising with clients and other agencies to gather and distribute the required information to meet the Scheme requirements.***
* ***Sending letters and emails and filing all relevant information in line with internal processes.***
* ***Maintaining a client booking system to ensure availability of rooms and facilities for clients and volunteers.***
* ***Maintaining office equipment, equipment register and stationery supplies.***
* ***Full compliance with all financial, HR and other corporate responsibilities as appropriate to the post.***
* ***Ensure that all Victim Support NI policies, particularly those relating to 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
* Experience of supporting victims of hate crime to access support

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