

VOYPIC

VOICE OF
YOUNG PEOPLE
IN CARE

**Office Coordinator
Fixed Term Maternity Cover
Candidate Pack
February 2025**



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Welcome to VOYPIC

Dear Applicant,

VOYPIC is seeking to employ an Office Coordinator who will be responsible for coordinating administrative services and procedures to ensure organisational effectiveness and efficiency.

We are seeking a highly motivated individual who will go the extra mile. Strong communication and negotiation skills are required as you will be coordinating activity in all our offices, Belfast, Ballymena, Londonderry/Derry & Lurgan.

We welcome applications from adults with a care experience. Applications are also encouraged from males who are currently under-represented in the workplace. We are an equal opportunities employer and all appointments will be on the basis of merit.

The closing date for applications is Friday 14th March 2025 at 12 noon. Late applications will not be considered.

Vlable Corporate Services, will be leading the recruitment process. If you have any questions on the application process, please in the first instance contact HR Administrator at hradmin@viablecs.org.

Yours sincerely,

Alicia Toal
Chief Executive Officer



Background to VOYPIC

Who we are:

Voice of Young People In Care (VOYPIC) was created in 1993 by a group of children and young people in care and practitioners. We provide help support, and advice to children and young people and care leavers up to the age of 25, with added support, for young people up to the age of 30. In 2023-2024 we supported 621 children and young people.

What we do:

VOYPIC is an independent children's charity that promotes the rights and voice of children in care and young people leaving care. We work together with children and young adults for a better care experience and life after care. We provide services from our four locations in Belfast, Derry/Londonderry, Ballymena, and Lurgan.

Our Vision:

We want every child in care in Northern Ireland to feel safe, valued and loved. We want every young person leaving care to do so with dignity and respect and thrive into adulthood.

Our Work:

Advocacy and Awareness-raising: We raise awareness of the rights of children and young people, their views and experiences of living in and leaving care, and their priorities for change.

Making Connections and Capacity Building: We connect young people with a lived experience of care with their peers. We host regular groups, participation forums and activities that build self-confidence, personal, social and life skills, whilst making new connections and friends.

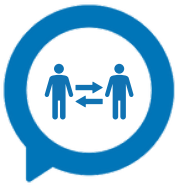
Independent Advocacy and Advice Service: We support young people to exercise their rights by providing assistance to: voice concerns, access information, resolve issues or to identify available support options.

Youth Participation and Coproduction: We help children and young people to find their voice and set their own agenda for change! We create a culture of listening that enables children and young people to influence the world around them. Our programmes equip and prepare young people to take part in co-production activities.

Influencing Change through Policy Advocacy: We use our specialist knowledge and insight into the views and experiences of children, young people, we work in partnership with them to influence the development of legislation, policy and practice.



Our Values



Relationship Based

Relationship Based

We are driven by the needs and aspirations of children and young people. We listen, learn, and work in partnership with them to ensure their voice is heard. We are dedicated to empowering young people so that they reach their potential in whatever they choose to do.



Commitment

Commitment

We are committed, passionate and enthusiastic champions for change. We are persistent and determined to promote the voice and defend the rights of children and young people in and leaving care.



Social Justice

Social Justice

We work to a strong moral code rooted in the ideals of social justice. We challenge the oppression and discrimination faced by children and young people in care and seek to reduce the stigma they face in their daily lives.



Respect for Rights

Respect for Rights

We respect the rights of children and young people and are prepared to challenge others to do the same.



Solution Focused

Solution Focused

We are positive about the future. We are proud of what we do and what we have achieved. We face problems with a solution-oriented mentality and we encourage our staff, stakeholders and young people themselves to be problem solvers.



The Job Description

Office Coordinator

Job Title:	Office Coordinator
Location:	100 Great Patrick Street, Belfast
Salary:	NJC points 12 - 15 £24,496 - £25,878
Fixed Term:	Fixed term Maternity Cover - 1 year
Reporting to:	CEO
Hours:	37.5 hours per week

JOB PURPOSE:

The Office Coordinator is responsible for coordinating administrative services and procedures to ensure organisational effectiveness and efficiency. The post holder will also support a programme of continuous organisational performance improvement.

MAIN TASKS:

Administration

- Manage all enquiries and correspondence to the charity including telephone, post, and email
- Manage and maintain office systems, including training platform & BreatheHR.
- Meet and support clients and visitors to VOYPIC.
- Manage office supplies and inventories for all locations.
- Assist with the planning and coordination of special events.
- Support with facilities and health & safety requirements.
- Assist leadership team and staff with administration.
- To ensure that all business processes operate efficiently and lead on quality improvements as required.

Office Management

- Support key staff with practical aspects of office management across all locations eg repairs, maintenance, security, cleaning, to ensure offices are maintained to a satisfactory standard.
- Arrange servicing/repair/replacement of equipment/furniture and purchasing of stationery and other office supplies in line with financial procedures.
- Be familiar with Health and Safety Regulations, risk assessments, policies and procedures and ensure they are adhered.



The Job Description Office Coordinator

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Executive Assistance

- Provide personal assistant support to the Chief Executive, to include diary management.
- Maintain strict confidentiality at all times complying with VOYPIC regulations and all relevant codes of conduct.
- Participate in team meetings, supervision and other team activities.
- Contribute to own supervision and development.
- To undertake tasks commensurate with the post.

Document Writing and Presentation

- To assist in the design and publication of organisational information eg annual report, website material.

Project Management:

- To support the leadership team with the design and implementation of delivery of organisational projects.
- To lead all administrative work associated with the organisation of VOYPIC events including conferences, agency days, training etc.

Corporate Responsibilities

The key responsibilities above give a broad outline of the functions of the post. However, these duties must be approached in a flexible manner.

This Job Description is not definitive or restrictive and will be subject to periodic review in the light of developments.



Person Specification

Office Coordinator

	Essential	Desirable
Knowledge & Experience	<ul style="list-style-type: none">• Educated to GCSE grade• A-C equivalent in English and Maths• Two years' experience in a similar role• A commitment to VOYPIC's values and principles	<ul style="list-style-type: none">• Project Management experience
Skills	<ul style="list-style-type: none">• Excellent written, interpersonal and oral communication and presentation skills.• Excellent negotiating and problem-solving skills• Excellent organisational skills and the ability to work in a busy office environment subject to changing workloads and conflicting priorities• The ability to multi-task, use initiative and organise the workload to meet deadlines• The ability to leads projects and colleagues in the development of new initiatives the ability to establish and develop links and contacts with a variety of groups, organisations and people at all levels, employees, and providers• The ability to handle a variety of enquiries from a variety of sources in a professional and sensitive manner• Confidence and resilience• Excellent IT skills, including use of spreadsheets, databases, etc.	<ul style="list-style-type: none">• Experience of report writing• Experience of analysing, interpreting and communicating written and statistical data in a clear and concise way and demonstrating quality assurance techniques for data to be accurate, robust and consistent.• Experience of maintaining complex spreadsheets and producing accurate monitoring information and data



Conditions of Service

POSITION:	Office Coordinator
LOCATION:	100 Great Patrick Street
RESPONSIBLE TO:	Chief Executive & Resource Manager
SALARY:	NJC 12-15, £24, 496 - £25,878
HOURS:	37.5 Hours
LEAVE:	25 Days
TERM:	Maternity Cover [fixed term] 1 year
PROBATIONARY PERIOD:	3 Months

Travel Expenses

Responsibility is on the employee to ensure that when using the car in the course of business, that proper insurance cover is acquired, and that the car is maintained in a roadworthy condition. A mileage allowance will be payable by VOYPIC towards expenses.

Pension

VOYPIC has a workplace pension scheme. VOYPIC makes a contribution of 6% and employees are expected to contribute 3%. This is the only scheme in which VOYPIC will make pension contributions.

TOIL

There is no entitlement to overtime payment. However, you are entitled to receive time off in lieu of hours worked in excess of your normal working week.

Equal Opportunities Policy

VOYPIC is an equal-opportunity employer. The aim of its policy is to ensure that no job applicant or employee receives less favourable treatment on the grounds of nationality, race, ethnic origin, gender, marital status, sexual orientation, disability, religious belief or political opinion, nor should they be disadvantaged by conditions or requirements which are neither justified nor relevant to the job.

It is the responsibility of all staff to ensure a harmonious working environment in which the dignity of all employees and services users is respected.



Reward Statement

Financial

- Sector Competitive Salaries
- Employer Pension Contributions 6%
- Annual Increments to top of scale NJC – cost of living increases
- Business Expenses
- Enhanced maternity, paternity and Adoption Pay
- Enhanced sick pay

Work Life Balance

- Standard 37.5 hour week
- Up to 25 days paid leave
- Time off in Lieu (TOIL) in compensation for additional hours worked
- Flexible Working
- Family Friendly Policies
- Other leave such as compassionate leave

Training

- Induction training
- In- house training
- On the job learning
- Learning and development plans
- Regular supervision
- Continuing Professional Dvpt
- Strategy & team building days
- Study leave
- Coaching and mentoring
- Annual Performance Review

Wellbeing

- Investors in People Accredited
- Occupational Health Service
- Health Plan which includes access to an Independent counselling service
- Return to work interviews
- Free tea/coffee/milk/water fountains
- Clear policies and procedures



The Recruitment Process

How to apply

Applications will only be accepted on the official application form. Attached CV's will not be considered, either in lieu of the application form or in conjunction with it.

It is the responsibility of the applicant to ensure that they complete both the:

1. Application form
2. Equal Opportunities Monitoring form

Applications can be reviewed and downloaded through the following link:

<https://hr.breathehr.com/v/office-coordinator-39725>

Upon completion, applicants should upload both documents to

<https://hr.breathehr.com/v/office-coordinator-39725>

The closing date for applications is **Friday 14th March 2025 at 12 noon.**

Applications received after this time and date will not be accepted.

Privacy Notice for Applicants

Introduction

VOYPIC is a “data controller” and collects and processes personal data relating to job applicants as part of our recruitment process. We are committed to being transparent about how we collect and use that data and to meeting our data protection obligations. This notice sets out the basis on which we collect, use and disclose the personal data of our job applicants, as well as your rights in respect of such personal data.

Information we collect about you

- your name, address and contact details, including email address and telephone number;
- details of your qualifications, skills, experience and employment history; information from interviews and phone-screenings you may have;
- information about your current level of remuneration, including benefit entitlements; information about your entitlement to work in the UK;
- and equal opportunities monitoring information, including information about your ethnic origin, sexual orientation, health and religion or belief.

We may collect this information in a variety of ways. For example, data might be contained in application forms, obtained from your passport or other identity documents, or collected through interviews or other methods of assessment.

We may also collect personal data about you from third parties, such as references supplied by former employers. We will seek information from third parties only once a job offer has been made to you.

Data will be stored in a range of different places, including on your application record, in our HR management systems and our email system.

Why does VOYPIC process personal data?

VOYPIC collects and processes your data for a number of purposes and where we have a legal basis to do so, as follows. VOYPIC has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows us to manage the recruitment process, assess and confirm a candidate's suitability for employment and decide to whom to offer a job. We may also need to process data from job applicants to respond to and defend against legal claims. We will not use your data for any purpose other than the recruitment process of which you are a part.

Who has access to data?

Your information may be shared internally within the company for the purposes of the recruitment process. This includes members of the HR team, interviewers involved in the recruitment process, and managers in the business area with a vacancy. We will not share your data with third parties, unless your application for employment is successful and an offer of employment is made. We will then share your data with former employers in order to obtain references. In addition, we may need to share your personal information with a regulator or otherwise to comply with the law.

How does VOYPIC protect data?

VOYPIC takes the security of your data seriously. We have internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our personnel in the proper performance of their duties.

For how long does VOYPIC keep data?

If your application for employment is unsuccessful (including when you have speculatively applied to us in respect of a role which is not available), we will hold your data on file for 6 months. At the end of that period, your data is deleted or destroyed (unless we need to retain it for longer to exercise or defend any legal claims). If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained during your employment. The periods for which employee data is held will be provided to you in a separate privacy notice.

How we process “special categories” of more sensitive personal information

We may also collect, store and use the following “special categories” of more sensitive personal information:

- Information about your race or ethnicity, religious beliefs, sexual orientation and political opinions.
- Trade union membership (only where you have mentioned this in your application e.g. where you list being a union representative in “positions of responsibility”).
- Information about your health, including any medical condition, health and sickness including pre-employment screening.

Information about criminal convictions and offences.

- We only collect criminal conviction data where it is appropriate given the nature and where the law permits us. This data will usually be collected at the recruitment stage, however, may be also collected during employment should you be successful in obtaining employment.
- These “special categories” of particularly sensitive personal information require higher levels of protection. We need to have further justification for collecting, storing and using this type of personal information. Our data protection policy contains details of the safeguards which we are required by law to maintain when processing such data.
- We may process special categories of personal information in the following circumstances:
- Where we need to carry out our legal obligations or exercise rights in connection your application. For example, we will use information about your physical or mental health, or disability status, to ensure your health and safety in the workplace and to assess your fitness to work, to provide appropriate workplace adjustments, to monitor and manage sickness absence and to administer benefits.

Your Rights

- As a data subject you have the following rights:
- The right to be informed
- The right of access to make a subject access request – you can request a copy of the personal data we hold about you
- The right to rectification – you can ask that we correct any personal data found inaccurate or out of date.
- The right to erasure – you can ask that your personal data is erased
- The right to restrict processing – tell us to stop using information about you to sell products or services
- The right to data portability - provide you or someone else (on your request) in a structured, commonly used and machine-readable format with the information you have provided to us about yourself.
- The right to object - you can tell us you no longer would like us to process your data and to stop processing.
- Rights in relation to automated decision making and profiling – request that we do not make decisions about you that allows computers to make decisions about you based solely on automated processing.

You have the right to complain about how we treat your Personal Data and Special Personal Data to Information Commissioners Office on 03031231113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, England.

To exercise all relevant rights, queries or complaints please in the first instance contact our Data Protection Representative Paul McCafferty at Paul.McCafferty@voypic.org.

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