



## **Candidate Information Booklet**

Development Officer

Closing date for applications:

04 April 2025

# **VSS**

**Victims & Survivors Service**

## 1. Job Description

<b>Job Title:</b>	Development Officer
<b>Organisation:</b>	Ely Centre
<b>Location:</b>	Millennium Court, William Street, Portadown, BT62 3NX
<b>Hours:</b>	22.5 hours per week
<b>Salary:</b>	£20,019 (£33,366 pro rata)
<b>Duration:</b>	Until 31 March 2027
<b>Reports to:</b>	Service Line Manager

### Background

The Ely Centre is a Registered Charity specialising in the provision of multi-disciplinary support services for civilians, security force personnel and their families, who have experienced bereavement and injury as a result of the “Troubles”.

The Ely Centre is committed to serving innocent victims and survivors, ex service personnel, their families and carers by providing evidenced based outcome focused treatments, prevention and support services that address issues of declining psychological, physical health, social and financial difficulties arising as a result of terrorism.

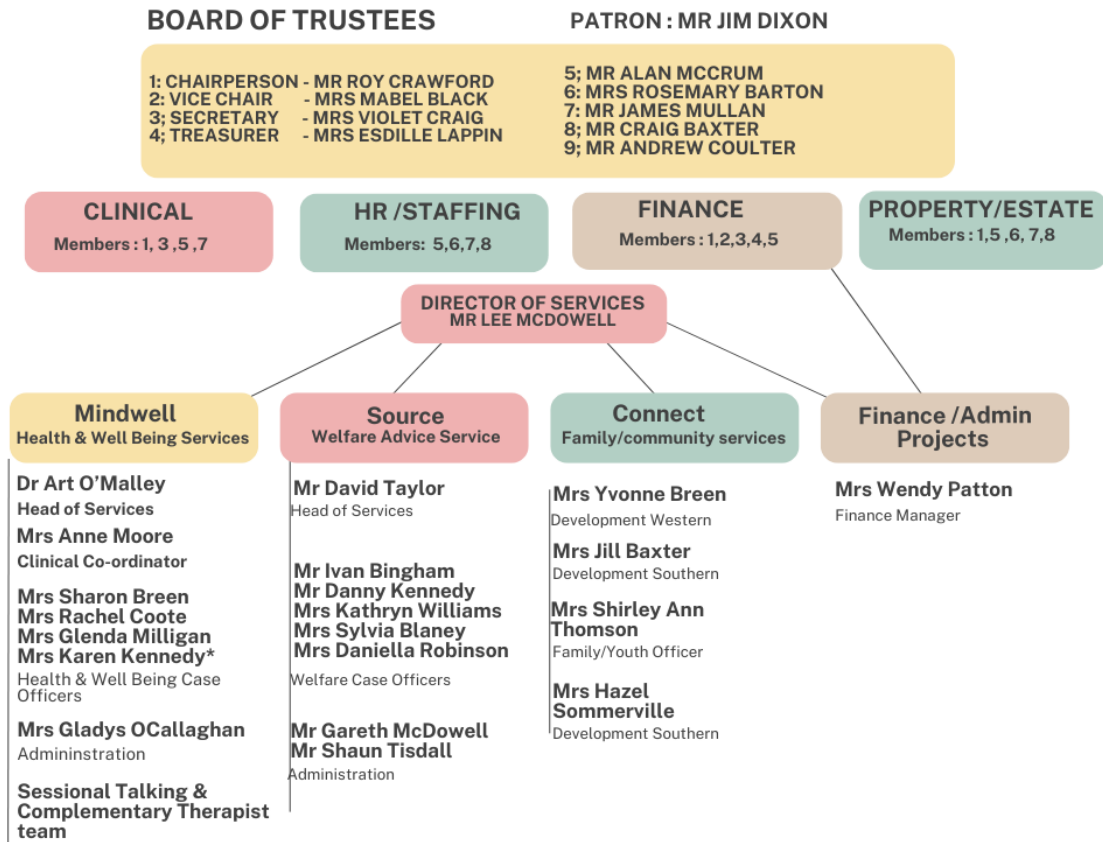
This position is funded by The Victims & Survivors Service (VSS) Victims Support Programme.

### Purpose of the Role

- Promotion and implementation of a schedule of Social Support, Personal Development, Respite Activities, family support programmes identified in adherence with organisational policy.

- Regular quantitative and qualitative service review and reporting, client monitoring and evaluation to ensure effective and efficient service uptake and delivery.
- Regular policy and procedures review to ensure best practice and compliance with service standards delivery practices.
- Management of service budgets and resources for successful project delivery.
- Co-ordination of staff leave requests / office rotas in line with employee leave policy.
- The continual progression of a professional organisation with a permanent and sustainable support centre of excellence, through the provision of financial, educational, economic, social and psychological assistance with the aim of helping innocent victims/survivors, carers and their families cope with the effects that decades of violence have had and to ensure future generations do not repeat it.

## 2. Organisational Structure



### **3. Responsibilities**

#### **Key Element: Personal Support and Interaction with Victims and Survivors**

- To provide a first point of contact for victims seeking support and services;
- To direct and refer to appropriate services dependent upon individual need;
- To interact with victims and address all concerns and issues respectfully and appropriately.

#### **Key Element: Procurement and Delivery of Services**

- To procure services in line with policy and procedures;
- To arrange services in line with work plan and specified targets;
- To enable fair and equitable participation of beneficiaries in suitable service activities in adherence to Ely Policy.
- To delivery service schedule on time and to a suitable level of quality.

#### **Key Element: Management of Finances and Resources**

- Manage the day to day running of the Programme Finance Function through the use of appropriate systems, processes, policies, procedures and practices to meet the needs of the business;
- Ensure the appropriate financial procedures, controls and structures are in place for the effective, efficient and economic management of public funding and monitor their outputs and outcomes;
- Ensure that good governance and effective controls are in place and maintain a strategy for the management of risk;
- To contribute to the planning, agreement and monitoring of financial targets.

#### **Key Element: Monitoring and Evaluation of Beneficiaries**

- To monitor beneficiary data including service uptake, outputs and outcomes, and beneficiary details including compliance with Victims and Survivors Order 2006;
- To implement monitoring and evaluation tools as required by the Victim and Survivor Service;

- To complete monitoring and evaluation documentation and returns in line with specified requirements.

**Key Element: Organisational Development**

- To engage in processes and activities to further the stated objectives of the organisation;
- To ensure effective management of staff leave requests and office coverage in adherence with organisational policy.
- To build relationships with statutory agencies, funding bodies and other service providers to develop networking and developmental opportunities;
- To construct and implement programmes and opportunities to advance the financial and resource capacity of the organisation.

The foregoing is a broad range of duties and is not intended to be a complete description of all tasks. It is important to note that the responsibilities may change to meet the evolving needs of The Ely Centre.

## **4. Role Competencies**

### **Essential Criteria:**

- Third Level Qualification (Degree).
- Demonstrable experience in a similar paid role.
- Full Clean Driving Licence and access to a Vehicle.

### **Further short listing (desirable) criteria:**

- Degree relevant to nature of work.
- Employed experience in delivery of support services for Victims / Survivors.
- Capacity to manage budgets and resources.
- Competence in organisational development.
- Competence in monitoring and evaluation.

### **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

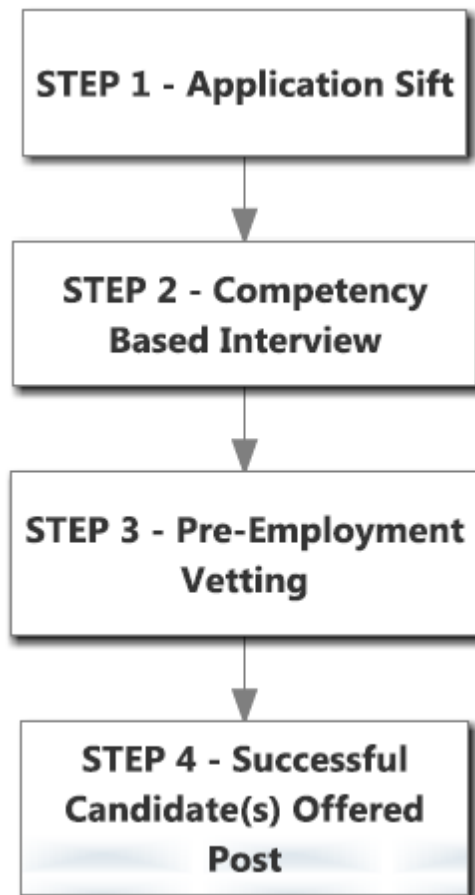
Communicate effectively both orally and in writing. Has the ability to receive, process and gather relevant information and to communicate information and advice in a manner that is understood, is timely and is tailored to the needs of the

recipient. The post-holder requires strong IT skills and competence in the use of all aspects of Microsoft Office.



## 5. Application Process

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



## **6. Guidance for Making Your Application**

Application should consist of a completed application form and a completed equality and opportunities monitoring form.

These are available from [www.communityni.org](http://www.communityni.org) or by contacting [info@elycentre.co.uk](mailto:info@elycentre.co.uk) requesting a candidate pack.

### **Application Submission**

Completed applications can be submitted as follows before 1pm on 04 April 2025.

- Posted or hand delivered to 2 Geddis Square, Markethill, Co Armagh, BT60 1PW
- Emailed to [lee@elycentre.co.uk](mailto:lee@elycentre.co.uk)

### **Deadline:**

We will not accept incomplete application forms; application forms received after the closing deadline or reformatted application forms. Incomplete application forms will be removed during the sifting process.

Applicants sending application by post should note that 1<sup>st</sup> class 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 [lee@elycentre.co.uk](mailto:lee@elycentre.co.uk).

### **Interview Guidance for Applicants**

Final dates for interview have not been scheduled but will take place in the new year.

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

### **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  
Driving License  
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)
- Proof of qualifications (original certificates)
- 2 satisfactory references (References will not be sought until after the final stage of the assessment process)