

Candidate Information Booklet

Office Administrator (Welfare)

Closing date for applications:

04 April 2025

VSS

Victims & Survivors Service

Office Administrator (Welfare) Job Description

Job Description

Job Title:	Office Administrator (Welfare)
Responsible to:	Welfare Manager
Location:	Enniskillen (western region)
Hours:	15 hours per week (Mon – Fri, 9-12)
Term:	until 31 March 2027, (expected to be extended subject to funding)
Salary:	£10,392 pa

The Ely Centre

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 post has been funded by the Victims and Survivors Service.

Job Background

The position has been developed to provide Administration support to our Welfare advisors assisting applicants to the Troubles Permanent Disablement Disablement Payments Scheme (TPDPS).

The post is based in our Enniskillen office, and the post holder will coordinate with the wider welfare team across the organisation. The administrator will also be required to provide support to the Director of Services.

The Troubles Permanent Disablement Payments Scheme (TPDPS) is being put in place to make payments to victims of the Troubles with permanent physical and/or psychological injuries.

Role Requirements

1. Undertake reception duties to welcome those seeking support from the organisation.
2. Provide administrative support to the welfare team in an efficient and effective manner.
3. Manage diaries and arrange appointments when required.
4. Respond to telephone/email enquiries from all stakeholders in an efficient and effective manner.
5. Attend and take minutes at meetings.
6. Issue correspondence, carry out filing and general office duties.
7. Proactively maintain the filing system.
8. Proactively maintain incoming and outgoing post registers.
9. Proactively maintain and update databases.
10. Organise all hospitality and administrative arrangements for meetings.
11. Administrative support to the Director of Services.
12. Comply with all other policies and procedures.

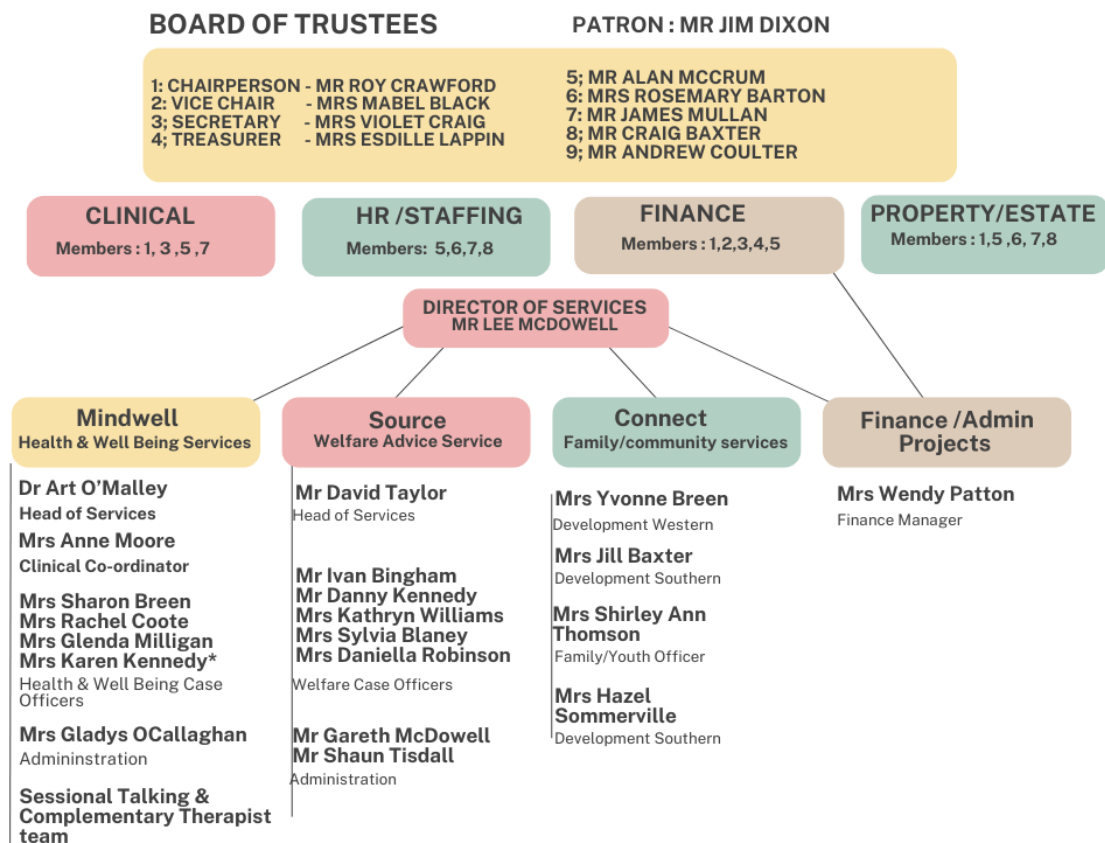
13. Any other duties that may reasonably be determined with the agreement of the Welfare Team.
14. Assist clients as necessary to obtain further information when required.
15. Carry out follow up work promptly and efficiently as required.

This job description is not incorporated into the employee's employment contract. It is intended as a guide and should not be viewed as an inflexible specification and it may be varied from time to time in the light of strategic developments following discussion with the post holder.

The post holder will be expected to work to objectives agreed with the line manager.

This post is subject to completion of an Enhanced Access NI check.

Organisational Structure: Ely Centre



Person Specification

Essential Criteria

Applicants should be aware that after an eligibility sift, should it be necessary to shortlist candidates to go forward to interview, this will be done by carrying out an objective evaluation of the information provided by candidates against the eligibility criteria, so that only those candidates who best demonstrate they meet the criteria, will be invited to interview.

If an applicant does not provide sufficient detail against each individual criterion, including the appropriate dates required to meet the eligibility criteria, the selection panel will reject the application.

By the closing date for applications candidates must have:

1. Minimum of 5 GCSEs or equivalents (A-C).
2. Minimum of 1 year experience in a similar role.
3. A current UK Driving License with access to a car. This will be waived in the case of an applicant whose disability prohibits driving but who is able to propose suitable alternative arrangements.

Desirable

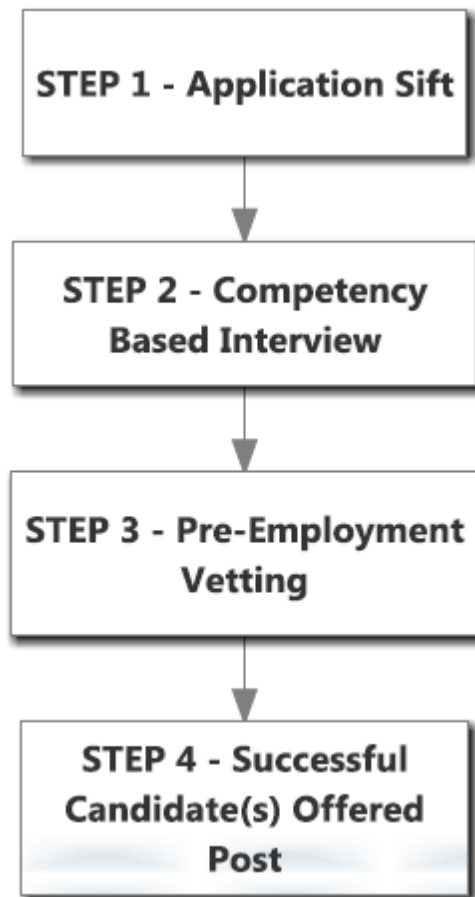
1. Experience in working with victims and survivors.
1. Experience using a case management system.
2. Understanding of Trouble Permanent Disablement Payments Scheme.

Skills and Abilities Essential

1. Ability to work flexible hours (including evening work and weekend work).
2. Willingness to undertake any training required for the post.
3. Ability to work under own initiative, including effective prioritisation of tasks and ability to work to agreed aims and objectives.
4. Excellent written and oral communication skills.
5. Sound knowledge of ICT including all Microsoft Office applications (word, excel, outlook, internet etc.).
6. Excellent interpersonal skills to work within a team and build good working relationships.
7. Excellent organisational skills

Application Process

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



Guidance for Making Your Application

Application should consist of a completed application form together with the completed monitoring form.

Application Submission

Completed applications can be submitted by: 1.00 pm, 04 April 2025

- The Ely Centre, 2 Geddis Square, Markethill, Co Armagh, BT60 1PW
- Or emailed to lee@elycentre.co.uk

We will not accept incomplete application forms; application forms received after the closing deadline or reformatted application forms.

Applicants using Royal Mail should note that 1st 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

Interview Guidance for Applicants

Final dates for interview have not been scheduled but will take place during week commencing Monday 14 April 2025.

At the interview, the selection panel will assess candidates against the essential and desirable criteria for the post.

Further Appointments from this Application

Where a further position in the organisation is identified which is considered broadly similar to that outlined in this candidate information booklet, consideration will be given to filling the position from this competition. The reserve list resulting from this competition will be valid for a period of up to one year.

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:

Driving Licence;

OR

Passport;

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);

PLUS

Proof of qualifications (original certificates);

2 satisfactory references (References will not be sought until after the final stage of the assessment process).