

***For the care and support of those***

***bereaved, traumatised or injured***

***as a result of the Troubles/Conflict***

***in Northern Ireland***

**Applicant Information Pack**

**Administrator, Omagh**

**Full time (37.5hrs per week)**



Dear Applicant,

**Post: Administrator, Omagh - Ref: AD/OM/SEPT20/**

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).

We request that you complete and return this for statistical monitoring purposes. For information on WAVE, please visit our website [www.wavetraumacentre.org](http://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

HR Manager

**PLEASE NOTE: CLOSING DATE:Friday 18th September at 1.00pm**

**Completed forms should be returned to**

**Sarah Jane Scullion: s.scullion@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 twenty-five 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. These programmes have been refined and developed over 20 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 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 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.



**Organisation Profile**

**Role Title:** **Administrator, Omagh**

**Reference No.:** **AD/OM/SEPT20/**

**WAVE Trauma Centre’s Mission and Values:**

**Mission: WAVE’s Mission is to:-**

* Serve people directly affected by the Troubles/Conflict in Northern Ireland.
* 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.
* 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.

## C:\Users\tracey.shirlow\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\BU5ZKMN6\New Wave Logo-Dec 2013.jpg

##

**Job Description**

**Job Title:** Administrator

**Reports to**: Director of Operations

**Location:** 18 Holmview Avenue, Omagh

**Key working relationships:**

**Internal contacts:**

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

**External contacts:**

* Community, voluntary and statutory organisations

**Job Purpose:**

To provide effective and efficient administrative support to the Director of Operations and project centre staff.

**Key Responsibilities:**

#### **Administration**

1. To provide administrative, clerical and secretarial support.
2. To administer weekly counselling and complementary therapy appointments, including communication with clients, therapists and relevant staff.
3. To greet clients, volunteers, and representatives of other agencies/organisations in a friendly and professional manner and provide hospitality as required (includes afternoon and evening appointments).
4. To complete building security procedures at the conclusion of evening appointments (adhering to lone working policies and procedures).
5. To carry out administrative checking of counselling and complementary therapy invoices.
6. To record statistics of clients users for the purpose of producing evidence for funders as per policies and procedures.
7. To record evaluation data for counselling and complementary therapy services.
8. To prepare, organise and oversee monitoring requirements in line with policies and procedures.
9. To receive incoming calls and recording messages efficiently.
10. To complete general clerical duties e.g. organising and maintaining filing systems, sorting and distributing mail, other documents and information.

**Information Technology**

1. To maintain and update a confidential database system of new referrals and existing clients using appropriate software and to provide necessary reports on a regular basis.
2. To fully utilise Windows XP/Windows 7 and all aspects of Microsoft Office Suite for all processing of documents, letters and reports, emails and data input and retrieval.
3. To undertake all photocopying, filing and faxing as required etc.
4. To respond to emails/correspondence on behalf of the organisation and signpost to relevant staff as required.

**General**

1. To promote and comply with all WAVE policies and procedures particularly with reference to health and safety and lone working.
2. To promote the aims and objectives of WAVE and adhere to the ethos and philosophy of the organisation.
3. To participate in training and professional development activities as required and keep abreast of developments in the victims/survivors sector.
4. To perform any other duties that correspond reasonably to the general character of the post.

**Other**

1. To undertake such other reasonable duties as deemed necessary by the Management Board.
2. To act as a spokesperson when necessary, ensuring at all times the promotion of a positive and professional image of WAVE, which advocates the organisation’s mission, vision and values and which is not detrimental to the organisation inclusive values.
3. To contribute to the promotion of WAVE ensuring all public information and communication is in keeping with WAVE’s ethos and standards of practice.

This Job Description and Person Specification reflect the duties of the post as they exist at this time. The post holder may be required to undertaken other duties commensurate with the salary and competence requirements of this post from time to time as required.



**Personnel Specification**

**Job Title**:  Administrator                                **Based at:** Omagh

|  |  |  |  |
| --- | --- | --- | --- |
| **Selection Criteria** | **Essential** | **Desirable** | **Method of Assessment** |
| **1. Qualification/Education**(a). 2 GCSE’s at Grade C or above (or equivalent) one of which must be English Language(b). 4 GCSE’s at Grade C or above (or equivalent)(c). OCR/RSA Stage 2 (Parts I & II) Word Processing or equivalent.ORThe ability to demonstrate same level of competence |  |  | AAA/T |
| **2. Experience**(a). A minimum of two years’ experience of working in an administrative role within an office environment.(b). Experience of maintaining a database |  |  | A/IA/I |
| **3. Knowledge**(a). Demonstrable working knowledge of Microsoft Office to include Word, Outlook, Access and Excel. |  |  | A/T |
| **4.Other Requirements**(a). \*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). |  |  | A |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**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:** £19,315 per annum

**Place of Work:** You will be based at 18 Holmview Avenue, Omagh.

**Hours of Work:** 37.5 hours per week.

Monday to Thursday 9.00 am to 5.00 pm

 Friday 9.00 am to 4.30 pm

**Travel:** You will 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:** 23 days per annum (increasing with service) and 11 statutory days. The leave year operates from April to March.

**Benefits:** 8% employer pension contribution

Mileage payable at 0.40p

External Supervision

**Smoking Policy:** WAVE operates a non-smoking policy.