

Aisling
centre
Hope Healing Growth

Receptionist/Admin Officer
(Ref 02-2024/25)

Aisling Centre

37, Darling Street, Enniskillen, Co Fermanagh, BT74 7DP

**CANDIDATE
INFORMATION PACK**

April 2024

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Dear Applicant

Re: Information for Applicants

Thank you for your interest in the work of Aisling Centre.

Established in 1990 Aisling Centre is a dedicated and busy mental health charity which offers counselling and well-being support to local people dealing with difficult times in their lives.

We have a wonderful team of staff, sessional workers and volunteers who work together to provide the necessary managerial and administration support and therapeutic services which makes Aisling Centre a safe space for our clients and a good place to work.

At Aisling Centre we are committed to providing the best service we can for the people who use our services. We are interested in working with people who are committed to excellence and best practice and who are willing to contribute and work as part of our dedicated team.

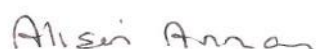
This Candidate Information Pack contains all the information you need to submit your application. You should read it carefully. It includes:

1. Role Description
2. Role Specification
3. General Terms and Conditions
4. Equal Opportunities monitoring form (optional)

For information on the work of Aisling Centre visit our website www.theaislingcentre.com.

We will look forward to receiving your application.

Yours faithfully



Alison Annan
Chairperson

1 Role Description

Position: Receptionist/Admin Officer
Reporting to: Facilities/Administration Manager

Purpose of the job: Responsibility for maintaining a welcoming and confidential front of house with associated administrative and clerical duties.

Key Duties & Responsibilities:

- Provide a welcoming and confidential reception service for clients, visitors and other users of the Centre facilities
- Maintain a tidy and presentable reception area throughout the day
- Assisting clients and visitors to find their way around the Centre, announcing as required
- Answering, forwarding and screening incoming telephone calls and email messages
- Dealing with general enquiries
- Manage correspondence
- Update records and databases
- Assist with updating of website and social media platforms as directed
- Scheduling meetings and appointments
- Support induction training for new staff and volunteers
- Maintain necessary stocks of office supplies and public information
- General office duties such as filing, photocopying, typing etc

Maintain Service Quality

- To uphold and promote the core values and ethos of Aisling Centre in all aspects of your work
- To work as a member of and contribute to the overall performance of the Centre team, including active participation in team meetings and support of colleagues
- To evaluate own work and contribute to the evaluation of the overall effectiveness of the service

Personal Development

- Attend line management meetings and engage in review processes
- To participate in training in accordance with Aisling Centre policy and requirements

General duties

- Maintain and ensure recording and storage of records in accordance with Aisling Centre procedures
- Be familiar with and adhere to Centre's policies and procedures to ensure safe, fair and responsible working practices and to comply with relevant legislation including but not limited to Confidentiality and GDPR H&S, Safeguarding and Financial policies,
- To undertake any other relevant duties commensurate with the position as may be required from time to time to reflect continuous improvement, changing organisational requirements etc

2 Role Specification

| Applicant must be able to clearly demonstrate how they meet the criteria required for the placement | Shortlisting For Essential | Evidenced At Interview | Desirable |
|--|----------------------------|------------------------|-----------|
| Qualifications & Training | | | |
| <ul style="list-style-type: none"> 5 GCSEs to include English and Maths (minimum grade 'C' or equivalent) and a minimum of 3 years' proven admin/secretarial experience in a busy office environment <p><i>Or</i></p> <ul style="list-style-type: none"> A 3rd Level qualification & GCSE English (minimum grade 'C' or equivalent) and 1 year's proven admin/secretarial experience in a busy office environment | ✓ | ✓ | |
| <ul style="list-style-type: none"> Evidence of further professional development and training | | | ✓ |
| Experience | | | |
| Knowledge, Skills and Abilities | | | |
| <ul style="list-style-type: none"> Knowledge and experience of working on reception | ✓ | ✓ | |
| <ul style="list-style-type: none"> Knowledge and experience of general office administrative processes and procedures | ✓ | ✓ | |
| <ul style="list-style-type: none"> High degree of IT literacy and practical experience of using Microsoft Office. | ✓ | ✓ | |
| <ul style="list-style-type: none"> Good keyboard skills and proficient in MS word | ✓ | | |
| <ul style="list-style-type: none"> Concern for excellence, accuracy and attention to detail | ✓ | | |
| <ul style="list-style-type: none"> Understanding of the need for discretion and confidentiality | ✓ | ✓ | |
| <ul style="list-style-type: none"> Awareness and understanding of safeguarding issues | | | ✓ |
| <ul style="list-style-type: none"> Basic understanding of issues relating to mental ill health | | | ✓ |
| <ul style="list-style-type: none"> Knowledge of the work of Aisling Centre | | ✓ | |
| Personal Attributes | | | |
| <ul style="list-style-type: none"> Good interpersonal skills | | ✓ | |
| <ul style="list-style-type: none"> Excellent communication skills both oral and written | ✓ | ✓ | |
| <ul style="list-style-type: none"> Flexible with the ability to respond to changing circumstances | | ✓ | |
| <ul style="list-style-type: none"> Ability to remain calm during a crisis | | ✓ | |
| <ul style="list-style-type: none"> Willingness to assume responsibility | | ✓ | |
| <ul style="list-style-type: none"> Good time management and an ability to work independently as well as part of a team | | ✓ | |
| <p><i>Aisling Centre reserves the right to enhance the criteria for short-listing purposes in the event of a large number of applications being received</i></p> | | | |

3 General Terms & Conditions

| | |
|--------------------------|--|
| Type of Contract: | 2-Year Fixed Term Contract May be extended dependent on funding available |
| Hours of work: | 8.30am – 4.30pm daily - 37.5 hours per week (Job share may be considered) |
| Location: | Aisling Centre, Enniskillen |
| Salary: | £11.50 per hour |
| Pension: | Contributory Pension Scheme |
| Travel Expenses: | 45ppm in accordance with Aisling Centre Policy |
| Holidays: | Starting on 33 days leave (including statutory days) pro rata |

Staff Support

- Induction process
- Line management and team support
- Team Well-Being, Training and Development, and Family Friendly policies in place

Other Information:-

- **Data Protection** - The data contained in your application form will only be used for the purposes of progressing this application for employment. We will not disclose its contents to a third party unless we believe it is lawful to do so.
 - The sensitive personal data on the attached monitoring form will only be used to comply with the requirements of statutory legislation.
 - We do not collect more information than we need to fulfil our stated purposes and will not retain it for longer than necessary.
 - This application form and any additional information you provide in support of your application will be held confidentially for a period of one year if you are unsuccessful.
 - If you are successful, it will be held during the period of your employment and after your contract has expired for as long as it is necessary to meet regulatory, funding or other legal requirements.
- **Possession of a Criminal Record** – with some exceptions having a criminal record does not necessarily debar an individual from working with Aisling Centre. This will depend on the nature of the position sought and the circumstances and background of the offence. If you have declared a criminal record, which we believe is relevant to the post we will discuss this with you after the selection process is complete but prior to making a conditional offer of employment if you are the successful candidate.

Application and Interview Process:-

- Complete all sections of the application form and return to Aisling Centre on or before the closing date (CV will not normally be accepted)
- Incomplete or late applications will **NOT** be accepted
- Fair Employment Monitoring Questionnaire (below) should be returned with your application (in a separate sealed envelope)
- Shortlisting will be based on evidence provided in your application form which satisfactorily demonstrates how and to what extent you meet the criteria. The recruitment panel will not make assumptions as to your qualifications, experience and knowledge
- Candidates who meet the shortlisting criteria will be invited to attend for interview

Date of interview:

- Interviews will be held on Monday 20th May

Please note:-

- Appointment is subject to:-
 - Receipt of satisfactory references
 - Verification of training/qualifications
 - Enhanced Disclosure Check (Access NI). See Access NI Code of Practice for more information
 - Induction process and probationary period

Applications should be marked '**PRIVATE & CONFIDENTIAL**' and sent to:-
The Chairperson, Aisling Centre, 37 Darling Street, Enniskillen, BT74 7DP

Applications can also be emailed to chairperson@theaislingcentre.com

Closing date for receipt of completed applications is no later than
Wednesday 8th May 2024

For further information:-

Visit our website www.theaislingcentre.com or contact:-
Aisling Centre – Tel: 028 66 325811 - info@theaislingcentre.com

Registered with the Charity Commission for NI: NIC101096

Registered Company NO: NI027011

Aisling Centre is an Equal Opportunities Employer
All applications for employment are considered strictly on the basis of merit



Fair Employment Monitoring Questionnaire

Private & Confidential

Monitoring Questionnaire

Ref No: _____ (for internal use)

Introduction:

We are an Equal Opportunities Employer. We do not discriminate against our job applicants or employees and we aim to select the best person for the job. We monitor the community background and sex of our job applicants and employees in order to demonstrate our commitment to promoting equality of opportunity in employment and to comply with our duties under the *Fair Employment & Treatment (NI) Order 1998*.

You are not obliged to answer the questions on this form and you will not suffer any penalty if you choose not to do so. Nevertheless, we encourage you to answer these questions. Your answers may be used by us to prepare and submit a monitoring return to the Equality Commission, but your identity will be kept anonymous. In all other regards your answers will be treated with the strictest confidence. We assure you that your answers will not be used by us to make any decisions affecting you, whether in a recruitment exercise or during the course of any employment with us.

1 Community Background

Regardless of whether they actually practise particular religion, most people in Northern Ireland are perceived to be members of the either the Protestant or Roman Catholic communities.

Please indicate the community to which you belong by ticking the appropriate box below:

- I am a member of the Protestant community
- I am a member of the Roman Catholic Community
- I am not a member of either the Protestant or the Roman Catholic communities

If you do not answer the above question, or if you tick the "not a member of either" box, we are encouraged to use the residuary method of making a determination, which means that we can make a determination as to your community background on the basis of the personal information supplied by you in your application form/personnel file.

2 Sex

Please indicate your sex by ticking the appropriate box below:

- Male Female

Note: *If you answer this questionnaire you are obliged to do so truthfully, as it is a criminal offence under the Fair Employment (Monitoring) Regulations (NI) 1999 to knowingly give false answers to these questions.*