

Date: As postmark

Dear Applicant,

RE: Application for employment

Thank you for applying for the position of Administration Worker at the Deafness Resource Centre Limited.

Please find enclosed the following:

- Job Description (2 pages)
- Person Specification (2 pages)
- Application Process (1 page)
- Application Form (6 pages) TO BE RETURNED
- Equality and Diversity Policy (2 page)
- Equal Opportunities Monitoring Form (1 page) TO BE RETURNED

If any of this information is missing, please contact Reception at the Deafness Resource Centre using the details below.

If applying by post, please ensure all relevant pages are printed and sent to us.

The closing date for applications is **16th March 2020**

Please note that CVs will not be accepted as part of, or instead of, an application. A typed application form would be accepted from applicants who have difficulty completing a hand-written application form

I look forward to hearing from you soon.

Yours sincerely

Helen

Helen Fitzgerald
Chief Officer

***NOTE:** the term D/deaf is a collective reference to people who are profoundly deaf, deafened, hard of hearing and deaf blind.

Job Description

Administration Worker

Employed by: Deafness Resource Centre

Based: Deafness Resource Centre

Line Manager: Service Manager

Hours: 18 per week

Salary: £17,681 (pro-rata)

Overall Role:

To facilitate the smooth day to day operation of the office, supporting the staff team in the planning and delivery of services.

Duties:

1. To deal with customer enquiries received via email, telephone and in person in an efficient, polite and sensitive manner
2. To ensure client and service data is accurately recorded and maintained in line with data protection policies and procedures
3. Maintain systems and processes for gathering and monitoring performance data to enable timely, informative reports to be produced.
4. Liaise with external colleagues and agencies as required in furtherance of project outcomes and targets
5. Support the promotion of the 'I CAN' project through social media, website, promotional materials and local media.
6. Support the team in the planning and delivery of events and activities including booking venues and refreshments, producing literature and distribution, liaison with external colleagues.
7. Undertake general office duties including ordering of resources and stationary, shredding of confidential information and reception duties.
8. Comply with all organisational policies and procedures including Health & Safety, Safeguarding children and adults and Equal Opportunities.
9. Undertake appropriate training and development opportunities to fulfil the role to its full potential.
10. Undertake any other tasks falling within the remit and purpose of the role.

PERSON SPECIFICATION

Key Criteria: Candidates will be assessed from a combination of information provided on the application form, interview, presentation and references		
Qualifications / Education		
1. Customer Service qualification	Desirable	A
2. British Sign Language Level 2(or native BSL user)	Desirable	A
Experience / Knowledge		
3. Knowledge and understanding of the issues and challenges experienced by families, children and young people living with deafness	Desirable	A/I
4. Direct experience of working in a busy customer focused environment	Essential	A/I
5. Experience of implementing systems and processes to gather, record and maintain client and performance data	Essential	A/I
6. Knowledge and understanding of Safeguarding principals when working with children and vulnerable adults	Essential	A/I
7. Experienced in the use of social media and web based platforms to raise the profile of services and activities	Desirable	A/I
Skills /Abilities		
8. The ability to organise and plan a range of events, activities and meetings	Essential	A/I
9. Proven customer service skills including effective communication, listening and empathy	Essential	A/I
10. The ability to forge effective working partnerships with a range of individuals, groups and partner agencies	Essential	A/I
11. Good working knowledge and competency using Microsoft software	Essential	A
12. Ability to manage and prioritise a diverse and demanding workload and work to deadlines	Essential	A/I
Personal Qualities		
13. Friendly and approachable with a positive attitude	Essential	A/I
14. Commitment to the concept of equal opportunities	Essential	I/R
15. Excellent team worker with the ability to work alone	Essential	I/R
16. Self motivated, enthusiastic and focused	Essential	A/I
17. Commitment to embracing and up holding organisational values	Essential	A/I
Other Requirements		
18. Ability to occasionally work evenings or weekends	Essential	A

Closing Date: 5pm Monday 16th March

Interviews: Date to be confirmed

Completed applications can be submitted by either post or email.

Post to:

FAO Helen Fitzgerald PRIVATE

Deafness Resource Centre Ltd

32-40 Dentons Green Lane

St Helens

Merseyside

WA10 2QB

Email to: helen.fitzgerald@deafnessresourcecentre.org

Short-listing:

The contents of each employment application will be reviewed against the Person Specification and Job Description. Applications will be assessed based only on the information provided and how far it demonstrates the applicant's ability to meet the criteria for the post.

Please note C.V s will not be accepted

If you are short-listed for interview, we will contact you in writing, with details about the date, time and venue of the interview.

General Enquiries

All enquiries regarding this application should be directed to Helen Fitzgerald, by email if possible: helen.fitzgerald@deafnessresourcecentre.org or by telephone 01744 23887

Other Information

This post requires an enhanced disclosure through the Disclosure and Barring Service and suitable references to be received **before** an offer of work is made.

APPLICATION for EMPLOYMENT

**You should attempt to answer all questions as fully as possible.
CVs will not be accepted as part of, or instead of, this application form.**

The organisation is committed to Equal Opportunities and welcomes applications, regardless of disability, sex, marital status, sexual orientation, race, colour, nationality, ethnic or national origins

Please complete this form in black ink

Please return this form to: Post: Chief Officer – Private Deafness Resource Centre 32-40 Dentons Green Lane St Helens Merseyside WA10 2QB Email: helen.fitzgerald@deafnessresourcecentre.org FAO Helen Fitzgerald	Title of the post for which you are applying:
	Please state where you saw the job advertised, or state "Word Of Mouth":

Personal Details		
Title:	Forename(s):	Surname/Family Name:
Address:	Telephone No:	
	Mobile No:	
	Email:	

Have you ever been convicted of a criminal offence? (please circle) **YES / NO**

If YES, please give details of date(s) or offences(s) and sentence(s) passed: This will not necessarily affect your application.

Important: if you are applying for a post connected with the provision of services to: children and young persons, older people, disabled people or people with learning disabilities or which involves employment in a Youth Club or Centre. **PLEASE NOTE** that, because of the nature of the work, such employment is exempt from the provisions of section 4 (2) of the Rehabilitation of Offenders Act 1074 (Exemptions) Order, 1975. Applicants are not entitled therefore, to withhold information about convictions which, for purposes, are 'spent' under the provisions of the Act. Any failure to disclose such convictions and, of course, any other convictions could, if the applicant is given employment, result in dismissal or disciplinary action.

The following sections request information on which we decide whether or not to invite you for interview. It is therefore important that you complete all sections fully. You should read the accompanying person

specification and job description, and consider carefully whether your knowledge, skills and abilities match what we are looking for.

Education and Qualifications

Please give details of any courses attended, duration and qualification(s) obtained. Include training you are currently undertaking which is relevant to the post.
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Voluntary Activities

Please give details of any voluntary activities you undertake / have undertaken.
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Leisure Time Interests

Please give details.

Employment History

Please give details of work history, beginning with your present/most recent employer (including casual and self employment) and working backwards. If you have not been employed, please proceed to the next question.

Name of Employer	From	To	Job Title and Main Responsibilities	Reason for leaving

Final Salary in most recent employment: ----- **Notice required by present employer:** -----

Reason for Application

Please state your reasons for applying for this post, and how you meet its requirements as outlined in the **person specification** and **job description**. Include any other information in support of your application. Continue on a separate sheet if necessary.

References	
Please give the details of <i>two referees</i> whom we may approach. One of these should be your present/last employer or tutor. They should not include relatives or purely personal friends.	
Name: ----- Address: ----- ----- ----- Email:----- Tel. No: ----- Capacity in which known ----- Is consent needed before taking up reference? <p style="text-align: center;">YES NO</p>	Name: ----- Address: ----- ----- ----- Email:----- Tel. No: ----- Capacity in which known ----- Is consent needed before taking up reference? <p style="text-align: center;">YES NO</p>

Personal Requirements	
Do you consider yourself to be disabled? (please circle)	YES NO
All applicants with a disability who meet the essential criteria will be short-listed for this position	
Can you provide evidence of eligibility to work within the UK under the requirements of s8 of the Asylum and Immigration Act 1996 (such as a P45, P60, pay-slip or National Insurance Card)? (please circle)	YES NO
Please note that in the event of being offered the post, you will be required to provide such evidence.	

Declaration	
I declare that the information contained in this form is true and accurate. I understand that if it is subsequently discovered that any statement is false or misleading, my employment may be terminated without notice.	
Signature:	Date:

Job Applicants

1. The Deafness Resource Centre Ltd (DRC) is committed to a policy of protecting the rights and privacy of individuals, the DRC needs to collect and use certain types of Data in order to carry out our work. This personal information must be collected and dealt with appropriately. The DRC is responsible for complying with the Data Protection Act 1998 and the new General Data Protection Regulation that was introduced from 25th May 2018.
2. We are required to state our lawful basis for processing your information which is the **Legitimate Interests** of the organisation.
3. The Deafness Resource Centre collects your personal data in order to conduct a fair and transparent recruitment procedure and to select the most suitable candidate for the position. The information we hold and process will be used for our management and administrative use only. This includes using information to enable us to comply with the recruitment policy, to comply with any legal requirements, monitor performance and protect our legal position in the event of legal proceedings. If you do not provide this data, we may be unable in some circumstances to comply with our obligations and we will tell you about the implications of that decision.
4. The information we hold is detailed in this application form. We will use this information and information obtained from your referees to ascertain your suitability for employment and to determine your Right to Work in the UK. In order to process references and eligibility checks we will share your personal data with the appropriate third parties.
5. Other than stated above, we will not share your personal information with a Third Party unless legally obliged to do so.
6. If your application is successful and you are offered an employment contract with the DRC, we will issue a Staff Data Protection Fair Processing Notice that outlines our Data Protection processes for paid staff.
7. In the event of your application being unsuccessful, your data will be retained and stored securely for a period of six months, at which point it will be disposed of securely.
8. If (in accordance with applicable law) you would like to correct or request access to information that we hold relating to you or if you have any questions about this notice contact the Data Protection Lead (Chief Officer). You also have the right to ask for some but not all of the information we hold and process to be erased (the 'right to be forgotten') in certain circumstances. Data Protection Lead will provide you with further information about the right to be forgotten, if you ask for it.

EQUAL OPPORTUNITIES MONITORING FORM

As part of our organisational commitment to providing equality of opportunity it is important for us to monitor access to our services. The information you provide will be used for statistical purposes only.

1. What is your employment status? (Please tick)

Retired		Unemployed	
Carer		Training	
Student		Non-Employed	
Employed		Other	

If _____ you _____ answered _____ other _____ please specify.....

2. What is your ethnic origin? (Please tick)

White		Mixed		Asian or Asian British		Black or Black British		Other	
British		White/Black Caribbean		Indian		Caribbean		Chinese	
Irish		White/Black African		Pakistani		African		Arab	
		White Asian		Bangladeshi					
Other White		Other Mixed		Other Asian		Other Black		Other	

3. Are your day to day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months (include any problems relating to age)

Yes limited a little to say Yes limited a lot No Prefer not

If you have answered Yes please indicate your disability
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4. Gender (Please tick) Male Female Prefer not to say

5. Age range (Please tick)

Under 16		36 – 50	
16 – 25		51 – 60	
26 – 35		61 +	

THIS INFORMATION IS ANONYMOUS AND CONFIDENTIAL