



June 2018

Application for the post of: Administrator

Please find enclosed an application pack for the above position. This pack contains:

- an application form and guidance notes on completing it
- an equal opportunities monitoring form
- the job description and person specification

Please read the guidance notes carefully – they explain how you should complete the application form to meet the way we shortlist for interview.

We may be recruiting for more than one role. To help us to ensure that your application is seen by the appropriate manager(s), it is important to include the full title and location of the job you are applying for when you complete the first line of the application form.

The completed application form and equal opportunities monitoring form should be returned to Lighthouse Women's Aid, Westgate House, Museum Street, Ipswich, IP1 1HQ in an envelope marked '**Confidential**', **to reach us on or before 12pm Friday 21st June. Interviews will be held Thursday 28th June 2018. You may also apply by fax (01473 280709) or by email to admin@lighthousewa.org.uk. Please note that we do not accept CVs as part of our recruitment process.**

If you are selected for interview we will contact you by telephone or in writing as soon as possible after the application deadline date. (Please ensure that you have included a daytime telephone number on your application form). If you have not heard from us within 3 weeks after the deadline, you should assume that your application has not been successful on this occasion.

If you would like to receive feedback on your application and our assessment, please do not hesitate to contact us, and we will arrange this for you.

Yours sincerely

Deb Johnson

On behalf of Lighthouse Women's Aid

Job Title: Administrator
Location: Ipswich
Accountable to: Chief Executive
Hours: 37.5 hours per week (worked Monday to Friday)
Contract: July 2020
Salary: £22,000

General Responsibilities

- a) To assist all LWA staff, Officers and Volunteers in maintaining good working relationships with other agencies and the public, in order to promote the work of the charity and increase financial support for the Charity
- b) To ensure that your attitude & behaviour remains professional & consistent with the expectations of LWA at all times
- c) To ensure that your work is consistent with the policies of LWA

Administration

To provide an efficient and well-organised office environment ensuring that all administrative tasks are carried out eg:

- a) The maintenance of stationery stocks, postage stamps and other supplies as required
- b) Being the first point of contact for incoming communications and either action or direct to relevant member of staff as appropriate.
- c) Updating LWA contact list as required
- d) Complete and record the weekly fire alarm check for WH
- e) Complete meter reading for photocopier
- f) Manage and maintain Charity website
- g) Support the Management Team with regard to the agenda and minute taking at the Management Team and other appropriate meetings
- h) Attend and actively participate in internal and external meetings as directed by the Chief Executive Officer
- i) Attend and take minutes at Board of Trustee Meetings as required (can be claimed as TOIL)
- j) Design and produce annual report
- k) Manage responses for annual WAFE survey

HR

To support the Chief Executive, Board of Trustees and LWA staff and volunteers, providing appropriate advice and assistance in all Human Resources issues. Specifically, to be aware of employment law requirements and updates, identifying, advising on and putting into practice necessary changes to LWA Employment Policies and Procedures. In particular, to

- a) Conduct an annual Employment Policy Review.
- b) Ensure that information held on staff files is up to date, accurate and complete, and kept secure in accordance with GDPR legislative requirements.

- c) Record and maintain an accurate list of Contact and Next of Kin details for LWA staff.
- d) Ensure that data relating to staff annual leave and sickness absence is kept up to date, with managers and staff kept informed.
- e) Liaise with Finance Team on matters relating to annual leave, sickness, new starters, leavers and other payroll-related issues.
- f) Liaise with the Finance Team and Pensions Provider relating to staff pension issues.
- g) Be responsible for maintenance of centralised and online training processes, bringing to the attention of appropriate line managers any non-attendance of staff at mandatory, voluntary or paid-for training and any mandatory training due.
- h) Manage the advertisement of internal and external recruitment vacancies, including maintenance and updating of the LWA website.
- i) Communicate all recruitment vacancies to all LWA staff and volunteers
- j) Design and update HR Forms as necessary
- k) Ensure that Job Descriptions and Person Specifications are updated when appropriate, with current copies held on staff files.
- l) As part of the recruitment process, support managers with all procedures, including assisting at interviews when appropriate.
- m) Take up references and complete the DBS Disclosure process for newly recruited staff
- n) Maintain DBS Register for existing staff
- o) Manage and review Equal opportunities data
- p) Put together induction packs for new staff and complete HR section of induction with new starters
- q) Create a diarised system to record and bring forward events relating to staff employment, e.g. probationary period dates, contract renewals, disciplinary issues.
- r) Administer and ensure that staff contracts are current.
- s) Ensure that staff are kept up to date with regard to new and updated employment policies.
- t) Complete annual staff pay letters
- u) Arrange Occupational Health Reviews

Governance Duties

- a) Ensure that papers are prepared and disseminated for Trustee Meetings as required.
- b) Maintain and keep updated Trustees records.

General

Carry out other tasks consistent with the nature of the post as you may be so directed by the Chief Executive

The Job Description should be read in conjunction with the following Person Specification

Post: Administrator Hours per week: 37.5 (Monday to Friday)

ESSENTIAL	DESIRABLE
Proven knowledge of experience in office administration	A relevant academic qualification evidenced by a certificate
Experience of working in a Human Resources environment	Certificate in Human Resources Practice
Demonstrable knowledge of employment law	
Experience of using and maintaining databases	
Experience of maintaining and updating records and analysing and collating data and other information	
Experience of taking minutes	
Excellent I.T. skills - use of Microsoft Office suite word, email, excel, publisher and internet	Advanced skills in use of excel
Special Circumstances	Special Circumstances
Ability to travel between different premises	
If a car owner / driver, full driving licence and evidence of business insurance cover	
Special Knowledge	Special Knowledge
Knowledge of the voluntary sector	Understanding of the issues for women and children affected by domestic abuse
Understanding and knowledge of the requirement for confidentiality and safe working practice and maintenance of files in accordance with the General Data Protection Regulations and other legal requirements	
Understanding and knowledge of an active commitment to promoting equal opportunities and diversity	
Practical and Intellectual Skills	Practical and Intellectual Skills
Able to work on own initiative	
Willing to make and act on own informed decisions within scope of role	
Acting as first point of telephone contact, demonstrate a helpful and friendly attitude	
Good team-working and collaboration skills	
Excellent verbal and written communication skills	
Ability to work under pressure and deal with conflicting demands and pressures	
Ability to maintain accurate records	

Organised, able to plan ahead, prioritising own work load	
Disposition and Attitude	
Empathy with, and commitment to, the work and ethos of Lighthouse Women's Aid	



Westgate House
Museum Street
Ipswich
Suffolk IP1 1HQ
Tel: 01473 220770
E-Mail: admin@lighthousewa.org.uk

STRICTLY CONFIDENTIAL

APPLICATION FOR THE POST OF:					
Surname:		First Name(s):			
Address:		Contact Tel No:			
		Hours during which we can contact you:			
		E-mail Address:			
Town		Access to vehicle?		YES	NO
County & Postcode		Are you free to take up employment in the UK?		YES	NO

Current / Last Employer Name:			
Address:			
Job Title:			
The main responsibilities of your role:			
Employed From Date:		Employed To Date:	
Reason for Leaving:			
Salary:			
Notice Required:			

Previous Employers: Name & Address (most recent first) <i>If necessary continue on a separate sheet</i>	Start & Finish Dates	Your main responsibilities	Reason for Leaving
PLEASE ACCOUNT FOR ANY GAPS IN EMPLOYMENT HISTORY			

Name of University / College and School (most recent first)	Courses studied at each location	Qualification Achieved (include level of award) <i>You will be asked to produce certificates / evidence of qualifications if employment is offered and accepted</i>	

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MEMBERSHIP OF PROFESSIONAL BODIES AND/OR VOCATIONAL QUALIFICATIONS

TRAINING AND DEVELOPMENT RECEIVED RELEVANT TO THIS POSITION

FURTHER INFORMATION TO SUPPORT YOUR APPLICATION
Please refer to the person profile and give a recent example of when you have displayed behaviours required in this position e.g. Team Working: Last month, I volunteered to support a new member of staff who was having difficulty in understanding their new role. Examples can be given either from employment or home / leisure situations.

Skills and abilities from the person profile	Give brief examples of occasions when you have displayed these skills and abilities

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If you require further space to complete any information on pages 1-3, please attach a separate sheet clearly marked with the position for which you are applying and your name

REFEREES

***Your personal referee should be a person who has known you for at least 2 years and is not related to you**

Current/Last Employer: Referee's Name		Personal: Referee's Name*	
Job Title		Job Title (if applicable)	

Name of Organisation		Name of Organisation (if applicable)	
Address		Address	
County		County	
Postcode:		Postcode:	
Email:		Email:	
Phone No:		Phone No:	

We aim to be an equal opportunities employer. We will not discriminate on grounds of age (younger or older applicants) and disability and will consider each application fairly and without prejudice.

I consider myself to have a disability or long-term health condition that has or is expected to last for at least 12 months.	Please tick		
If you have any particular needs and require assistance with the interview arrangements, please describe:			
Have you ever been convicted of a criminal offence? See note below.	Yes		No
If 'Yes', please give details:			

The Rehabilitation of Offenders Act (ROA) 1974 sets a scale of rehabilitation periods for people who have been convicted of criminal offences. After completing such a period without further conviction, the individual can regard any conviction as 'spent' (as if it had not occurred) when applying for jobs other than those that are 'exempted'. The ROA 1974 (Exceptions) Order 1975 sets out a list of exempted occupations for which applicants are required to declare all criminal convictions. Posts within LWA fall within those exempted occupations; this means that all applicants for employment with LWA must declare all criminal convictions. However, having a criminal record will not necessarily bar an applicant from working with us.

We use the Disclosure and Barring Service (DBS) to assess the suitability of applicants who are offered employment. We comply fully with the Code of Practice – see www.disclosure.gov.uk or ask us for a copy of the Code.

The information provided on this application form will remain private and confidential and will be used for the purpose of selection/recruitment. Where the application is successful we may, from time to time, wish to process this information (as updated periodically) for personnel administration and business management purposes. Where this is the case, processing will take place in accordance with the provisions of the Data Protection Acts 1984 and 1998. Please also note that we may approach third parties to verify the information that you have given. By signing this form you will be providing us with your consent to all these uses.

DECLARATION

The statements made by me in this application and any additional sheets are true. I understand that appointment to this position is conditional on the information supplied with this application being correct. If I have withheld any relevant information or any information is false, I will be liable for disciplinary action, including dismissal.

Signature

Date

Please Print Name



**Westgate House
Museum Street
Ipswich
Suffolk IP1 1HQ
Tel: 01473 220770**

**E-Mail: admin@lighthousewa.org.uk
Website: www.lighthousewa.org.uk**

Lighthouse Women's Aid is committed to equal opportunities. Procedures designed to avoid the possibility of discrimination at each stage of our recruitment process have been introduced. To enable us to monitor the effectiveness of these practices, we would be grateful if you could complete this form. The short-listing and interview panel will not see this form. It will be removed by our Human Resources Department and used for statistical analysis only.

Please delete/Circle as appropriate:

Post Applied For:			
Surname:		First Name:	
Date of Birth:	<i>LWA does not impose a retirement age. Employees have the right to request to work beyond 65 years and all requests will be considered. We will not discount applications from people age 65+; they will be assessed against the job criteria and the applicants ability to meet them.</i>		
Personal Status:	Single / Married / Separated / Divorced / Widowed / Other		

Gender		Sexual Orientation		What is your religion or belief	
Male		Bisexual		Buddhist	
Female		Gay Man		Christian	
Transgender		Gay Woman/Lesbian		Hindu	
Non-binary		Heterosexual		Jewish	
Other		Other		Muslim	
Prefer not to disclose		Prefer not to disclose		Sikh	
Details:		Details:		No religion	
				Other	
				Prefer not to disclose	
Do you consider yourself to be disabled: Yes / No				Details:	
If yes, please give details:					
I would describe my ethnic origin as:					
White:		Mixed:		Asian/Asian British	
British		White & Black African		Indian	
Irish		White & Black Caribbean		Pakistani	
Other		White & Asian		Bangladeshi	
Gypsy/Traveller		Other		Chinese	
				Other	

I consent to the processing of the above data for statistical purposes only

Signature:		Date:	
Print Name:			



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Guidance Notes on Submitting Your Application

These notes have been produced as a result of the experience of candidates. We hope you find them helpful.

The job description gives a full list of the duties which will be required of the post holder. The person profile contains details of the experience, qualifications, skills and abilities we consider are necessary to carry out those duties. What you say on your application form will be matched only against those criteria.

The equal opportunities monitoring form is separated from your application as soon as it is received. It is used only for statistical purposes so that we can assess whether our recruitment practices are attracting a range of people from all groups within society, including those who are traditionally discriminated against.

It is essential that you show on your application, how your current and previous work, training, voluntary activities or life experience equip you for the post.

It is essential to complete every section of the form. **PLEASE DO NOT ENCLOSE a C.V.** as listing points from your current job description is not likely to be sufficient.

1. Look through all the information you have been sent before you start writing anything. Think about whether, as a minimum, you satisfy all the "Essential Criteria" of the person profile. If you do not, you are unlikely to be selected for interview.
2. Identify the selection criteria set out in the person profile and address each of these points directly.
3. Be specific and direct about your experience: give examples, use positive statements e.g. "I organised..." "I taught..."
4. Where you have not got a lot of practical experience, try to show your awareness by stating how you could deal with situations using other experiences in life or other areas of work.
5. It is not only your successes that are of interest. Opinions and evaluation on 'why things went wrong' can display your insight to the panel.
6. Equal opportunity is at the centre of Lighthouse Women's Aid, in both our recruitment practices and service delivery. Keep this dimension foremost in your mind as you fill in your application form. Try to keep suggestions in this area practical, talk about your work or other experience of equal opportunities policy and implementation.
7. If you do things outside your work which demonstrate your skills and experience, then say so – relating them to the criteria on the person profile. Examples may include budgeting in your household, home management or being involved in the community or voluntary activities.
8. Use a separate sheet for your supporting statement if you wish – don't try and cram it all into the space provided. Please keep what you write relevant and concise. As a rough guide, two more A4 typed sheets or three sides of hand-written text should cover it!
9. Keep a copy of your application.
10. Write or type clearly on white paper – your form will need to be photocopied. Please leave margins of at least an inch on either side of your pages, otherwise edges may not photocopy well.

Completed application and equal opportunities forms should be returned to the Administrator Lighthouse Women's Aid, Westgate House, Museum Street, Ipswich, Suffolk, IP1 1HQ - **Please mark your envelope 'Private and Confidential'**.

If you have any feedback on our application pack, we would be delighted to receive it. We keep our processes under continual review and find your comments most helpful.

If you have any reason to believe that your application for employment has not been fairly considered, you should inform the HR Department who will ensure that the matter is fully investigated and inform you of the outcome.