



Candidate Information Booklet

Administrative Officer

REF: AO/0319

Closing date for applications:

12 noon, 22 March 2019

Job Description

Job Title:	Administrative Officer
Location:	1 st Floor, Seatem House, 28-32 Alfred Street, Belfast BT2 8EN
Grade:	Administrative Officer (AO)
Salary:	£20,692 – £22,739 per annum (Under Review)
Post:	Full Time / Permanent
Reports to:	Victim Support Officer

Background

The Victims and Survivors Service (VSS) was established to deliver support and services for all victims and survivors of Troubles/Conflict-related incidents.

The VSS currently operates two Programmes of funding:

1. The Individual Needs Programme (INP), which delivers financial support and direct access to goods and services to individual victims and survivors in particular circumstances.

2. The Victims Support Programme (VSP), which delivers funding to organisations that provide Health and Wellbeing and Social Support services to victims and survivors across Northern Ireland.

These Programmes enable the VSS to provide accessible, responsive and co-ordinated services to meet the needs of victims and survivors in an integrated way.

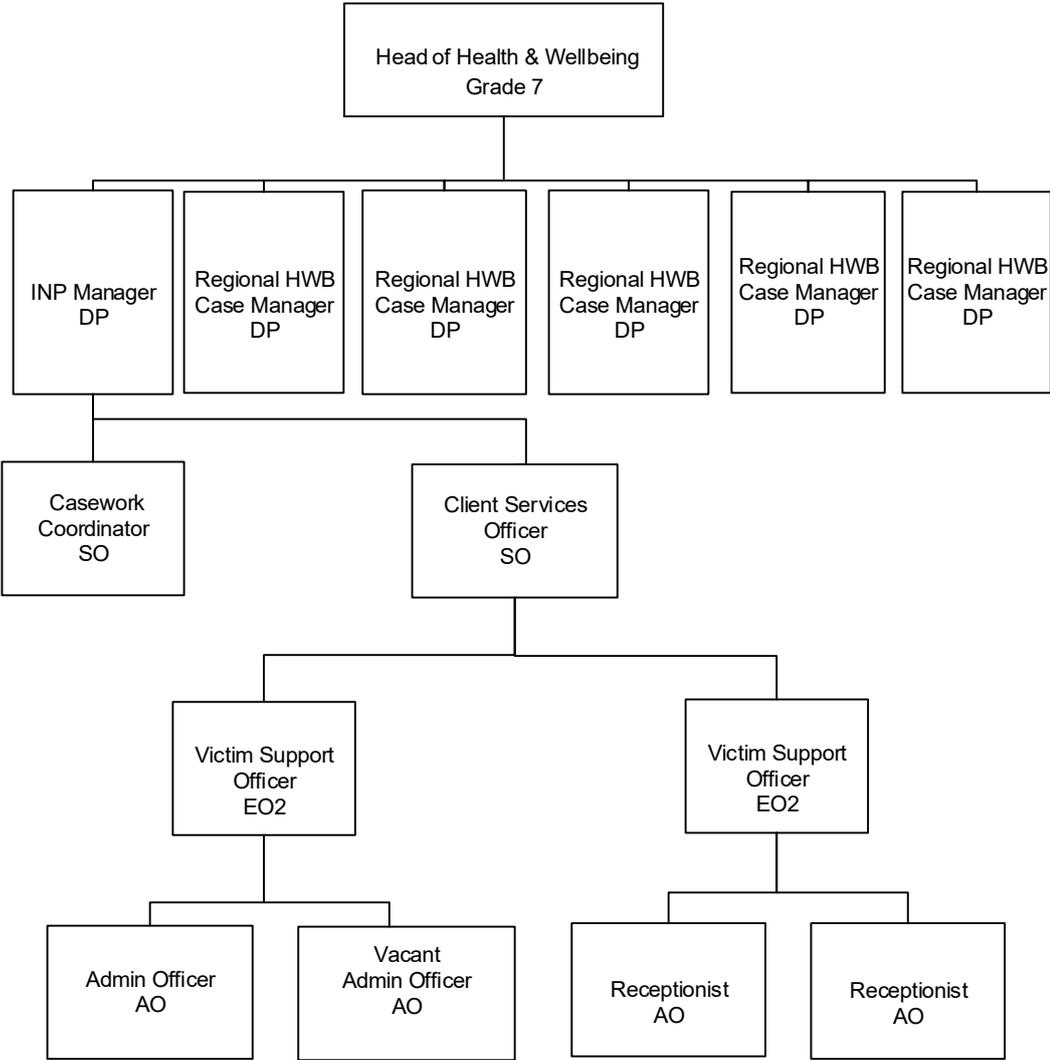
The VSS has been named as lead partner for the victims and survivors element of the EU Programme for Peace and Reconciliation (PEACE IV). PEACE IV provides funding

for cross-border Health and Wellbeing services by increasing the quality of care in the sector for victims and survivors and their families.

Purpose of the Role

Reporting to the Victim Support Officer, the Client Services Admin Officer will be the first point of contact for clients accessing the Victims and Survivors Service. The role holder is responsible for taking incoming calls, handling client queries over the telephone and face to face at the VSS office, processing client registrations, providing written communication to clients and third parties and maintaining the VSS hard copy and digital record keeping systems.

Health & Wellbeing Team Structure (subject to review)



Responsibilities

The following are the key responsibilities that constitute the role of the Client Services Admin Officer in the VSS:

Client Services

- Function as a first point of contact for individuals accessing the VSS, both in person at the office and over the telephone.
- Develop a detailed and accurate understanding of the services and support delivered by VSS and its funded organisations.
- Respond to and resolve client queries over the telephone and face to face in the VSS Reception.
- Provide client support by checking documents and providing advice and guidance.
- Accurately record messages and/or refer client calls to senior members of the team.
- Record and process Individual Client Consultation forms and incoming documentation in line with VSS policies and procedures.
- Draft correspondence to clients and third parties in order to provide or seek additional information in relation to individual applications.
- Provide administrative support to the Client Services function and wider organisation.

Management of Records

- Maintain hard copy files and electronic databases in line with VSS policies and procedures.
- Document all client interactions on both the computerised database system and paper based filing system as directed by management.
- Ensure the accuracy of client information held by VSS.
- Collate and present information at the request of management.
- Ensure confidentiality and data protection regulations regarding all sensitive and personal information are maintained at all times (both in and out of working hours).

Reception Cover (Reception is part of the VSS Client Services function)

- Participate in a rota system to ensure full time cover of the VSS Reception between 9am and 5pm, including: answering incoming calls, being the first point of contact for visitors, and providing client support by checking documents and providing support and guidance. This is not the full time responsibility of this post but will be required to ensure cover e.g. lunch periods, breaks and leave.

Admin/General

- Provide administrative support to managers.
- Uphold the Service's reputation and public image, demonstrating professional conduct and a sense of personal responsibility and ownership of your role.
- Contribute to the continued improvement and quality of the Administrative Support Service.
- Adhere to organisational goals, objectives, standards of performance and policies and procedures.

The foregoing is a broad range of duties and is not intended to be a complete description of all tasks. It is important to note that the responsibilities may change to meet the evolving needs of the Victims and Survivors Service.

Personal 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 demonstrate by example that 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. **Please do NOT refer to other sections of the application form.**

By the closing date for applications, candidates must demonstrate that they fulfil each of the following essential criteria:

1. A minimum of five GCSEs (or equivalent) at Grade C or above.
2. At least **2 years relevant** experience within the last **5 years**, of **each** of the following:
 - Dealing effectively with client/customer queries in person and by telephone
 - Maintaining both electronic and paper based office administration systems in line with organisational policies and procedures
 - Using the following elements of the MS Office package in a business context:
Word, Excel, Outlook
 - Updating and utilising an electronic database to generate reports and information for specific business purposes
 - Drafting formal correspondence to a third party demonstrating a high proficiency in written English
 - Processing client information and accurately recording on different portals (electronically & hard files)

Desirable Criteria

In addition, 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 applying the following additional criteria:

1. At least **2 years relevant** experience within the last 5 years dealing with clients on sensitive issues.
2. Demonstrable experience of dealing professionally with confidential and sensitive information.

NOTE: Clear evidence should be provided of all the elements of each criterion in the application form giving specific length of experience, examples and dates. It is not sufficient to simply provide a list of duties and responsibilities. The selection panel will not make assumptions from the title of an applicant's post or the nature of the organisation as to the skills and experience gained.

Role Competencies

The VSS has adopted the Northern Ireland Civil Service (NICS) competency framework. This post is graded at Administrative Officer (AO) and further information on the Core Competencies for this grade can be viewed at <https://irecruit-ext.hrconnect.nigov.net/resources/documents/n/i/c/nics-competency-framework-2014---framework-updated-april-2018.pdf>.

General

The characteristics and overall level of knowledge and skills which have to be most commonly applied in this role include the provision of comprehensive knowledge, professional advice and authoritative recommendations on a diverse range of matters pertaining to the operational activities of the Client Services function. The role holder must have strong interpersonal skills to provide support and advice to clients.

Setting Direction – Seeing the Big Picture

Seeing the big picture is about having an in-depth understanding and knowledge of how your role fits with, and supports, organisational objectives and the wider public needs. It is about focusing your contribution on the activities which will meet VSS and Programme for Government goals and deliver the greatest value. At this level, it is about understanding the political context and taking account of wider impacts, including the broader legislative agenda, to develop long term implementation strategies that maximise opportunities

Setting Direction – Making effective Decisions

Effectiveness in this area is about being objective, using sound judgement, evidence and knowledge to provide accurate, expert and professional advice. In this role, it means showing clarity of thought, setting priorities, analysing and using evidence to evaluate options before arriving at well-reasoned, justifiable decisions.

Delivering Results - Delivering Value for Money

Delivering value for money involves the efficient, effective and economic use of taxpayers' money in the delivery of public services. In this role, it means seeking out and implementing solutions which achieve a good mix of quality and effectiveness for the least outlay, thus reducing the risk of fraud and error. You will base your decisions on evidenced information

and follow agreed processes and policies, challenging these appropriately where they appear to prevent good value for money.

Engaging People – Building Capability for All

Effectiveness in this area is having a strong focus on continuous learning for oneself, others and the organisation. It is about being open to learning and keeping their knowledge and skill set current and evolving. In this role, it is about ensuring a diverse blend of capability and skills is identified and developed to meet current and future business needs. It is also about creating a learning and knowledge culture across all levels in the organisation to inform future plans and transformational change.

Engaging People – Leading & Communicating

Effectiveness in this area is about leading from the front and communicating with clarity, conviction and enthusiasm. It is about supporting principles of fairness of opportunity for all and a dedication to a diverse range of individuals. In this role, it is about establishing a strong direction and a persuasive future vision, managing and engaging with people with honesty and integrity, and upholding the reputation of the VSS.

Guidance for making your application

The application form is designed to ensure that applicants provide the necessary information to determine how they meet the competition requirements and the essential/desirable criteria.

- The space available on the application form is the same for all applicants and must not be altered.
- VSS will not accept CVs, letters, additional pages or any other supplementary material in place of or in addition to completed application forms.
- Applicants must complete the application form in Arial font 12, or legible, block capitals using black ink.
- Applicants must not reformat application forms.
- Information in support of your application will not be accepted after the closing date for receipt of applications.
- Do not use acronyms, complex technical detail etc. Write for the reader who may not know your employer, your branch or your job.
- Relevant or equivalent qualifications – If you believe your qualification is equivalent to the one required, the onus is on you to provide the panel with details of modules studied etc. so that a well-informed decision can be made.
- It is essential that all applicants demonstrate on their application form how and to what extent their experience and skills are relevant to this post and the extent to which they satisfy each of the essential and desirable criterion specified. If you do not provide sufficient detail, including the appropriate dates needed to meet the criteria, the selection panel will reject your application.
- The examples you provide should be concise and relevant to the criteria. This is very important as the examples which you provide may be discussed at interview and you

may need to be prepared to talk about these in detail if you are invited to interview. It is your unique role that the panel are interested in, not that of your team or division.

- The Victims and Survivors Service will not make assumptions from the title of the applicant's post or the nature of the organisation as to the skills and experience gained.

Application form submission

- Completed applications can be submitted by post or delivered by hand to the Recruitment Officer, VSS, 1st Floor Seatem House, 28-32 Alfred Street, Belfast, BT2 8EN.
- 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 the Victims and Survivors Service to meet the required deadline.
- Completed application forms cannot be submitted electronically.
- VSS will not accept any application where there has been a shortfall in postage.
- Should you have any queries please contact the Victims and Survivors Service on 028 90 279 100.

Equality of Opportunity

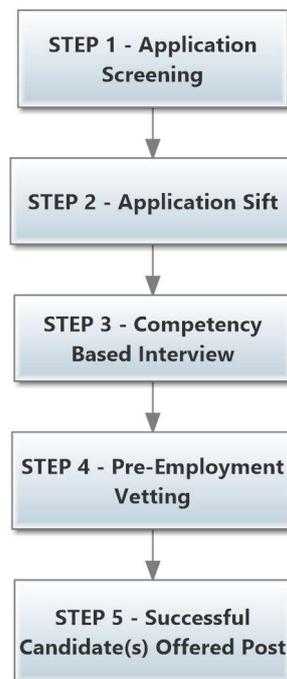
Please complete the monitoring form and return with your application form. This form is regarded as part of your application and failure to complete and return it will result in disqualification.

The information is used for monitoring purposes only. VSS are opposed to all forms of unlawful and unfair discrimination. All job applicants, employees and others who work for us

will be treated fairly and will not be discriminated against on any of the above grounds. Decisions about recruitment and selection, promotion, training or any other benefit will be made objectively and without unlawful discrimination. Our equal opportunities policy is available to view or download at www.victimsservice.org

Please complete the monitoring form and return with your application form.

Application Process



Interview Guidance for Applicants

At interview, the selection panel will assess candidates against the behavioural competences, qualifications and experience for the post. It is anticipated that the interviews will take place during **Late March/Early April 2019** at VSS, 1st Floor Seatem House, 28-32 Alfred Street, Belfast, BT2 8EN.

If this is your first experience of a competence-based interview, bear in mind that it does not require you to:

- Talk through previous jobs or appointments from start to finish.
- Provide generalised information as to your background and experience.
- Provide information that is not specifically relevant to the competence the question is designed to test.

A competence-based interview does however require you to:

- Focus exclusively, in your responses, on your ability to fulfil the competences required for the effective performance in the role.

- Provide specific examples of your experience in relation to the required competence areas.

Further Appointments from this Competition

Where a further position in the Victims and Survivors Service 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

VSS will ask on the application form if you require any reasonable adjustments, due to disability, to enable you to attend any part of the assessment process. Details of any disability are only used for this purpose and do not form any part of the selection process. If you are successful in the selection process and are being considered for appointment, you may be required to outline any adjustments you consider necessary in order for you to take up an appointment. If you wish to discuss your disability requirements further, please contact the Victims and Survivors Service on 028 90 279 100.

Data Protection

Please note that the personal information on the Application Form will be processed and handled in accordance with Data Protection legislation. In accordance with our Data Retention and Disposal Policy: Data contained on the application form of applicants successful in securing employment will be used for HR and Payroll administrative purposes during the period of employment. Data contained on the application form of applicants who do not secure employment will be used for HR administrative purposes and retained for up to 3 years from the end of the competition. Equal opportunities monitoring forms will also be retained for a period of 3 years. In the case of posts which are PEACE IV funded all data will be retained for the period of time required in line with EU legislation. The current disposal date is currently 31 December 2024 (with the possibility of extension).

Feedback

VSS are committed to providing feedback in respect to decisions taken in determining eligibility/short-listing as well as at interview. Feedback will be communicated on receipt of a written request. All requests for feedback are welcome.

Vetting Procedures

Prior to appointment with the Victims and Survivors Service, the following will be required:

- Proof of qualifications.
- Baseline Personnel Security Standard vetting checks.

Pension

The VSS offers all new employees an attractive pension package. Further details can be found on the Civil Service Pensions Scheme (Northern Ireland) website:

<https://www.finance-ni.gov.uk/topics/working-northern-ireland-civil-service/civil-service-pensions-ni>

If you are unable to access the website please contact Civil Service Pensions as follows:

Civil Service Pensions
Waterside House
75 Duke Street
Londonderry
BT47 6FP
Tel: 02871 319000