



Candidate Information Booklet

Programme Support Officer

REF: PSO/0519

Closing date for applications: 2pm on 24th May 2019

Job Description

Job Title:	Programme Support Officer
Location:	Seatem House, 28-32 Alfred Street, Belfast, BT2 8EN
Salary:	£24,429 - £25,225 per annum (under review)
Grade:	Executive Officer II (EOII)
Reports to:	Programme Co-ordinator
Term:	Fixed Term until 31 July 2021(with the possibility of extension)

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 operates two Programmes of funding:

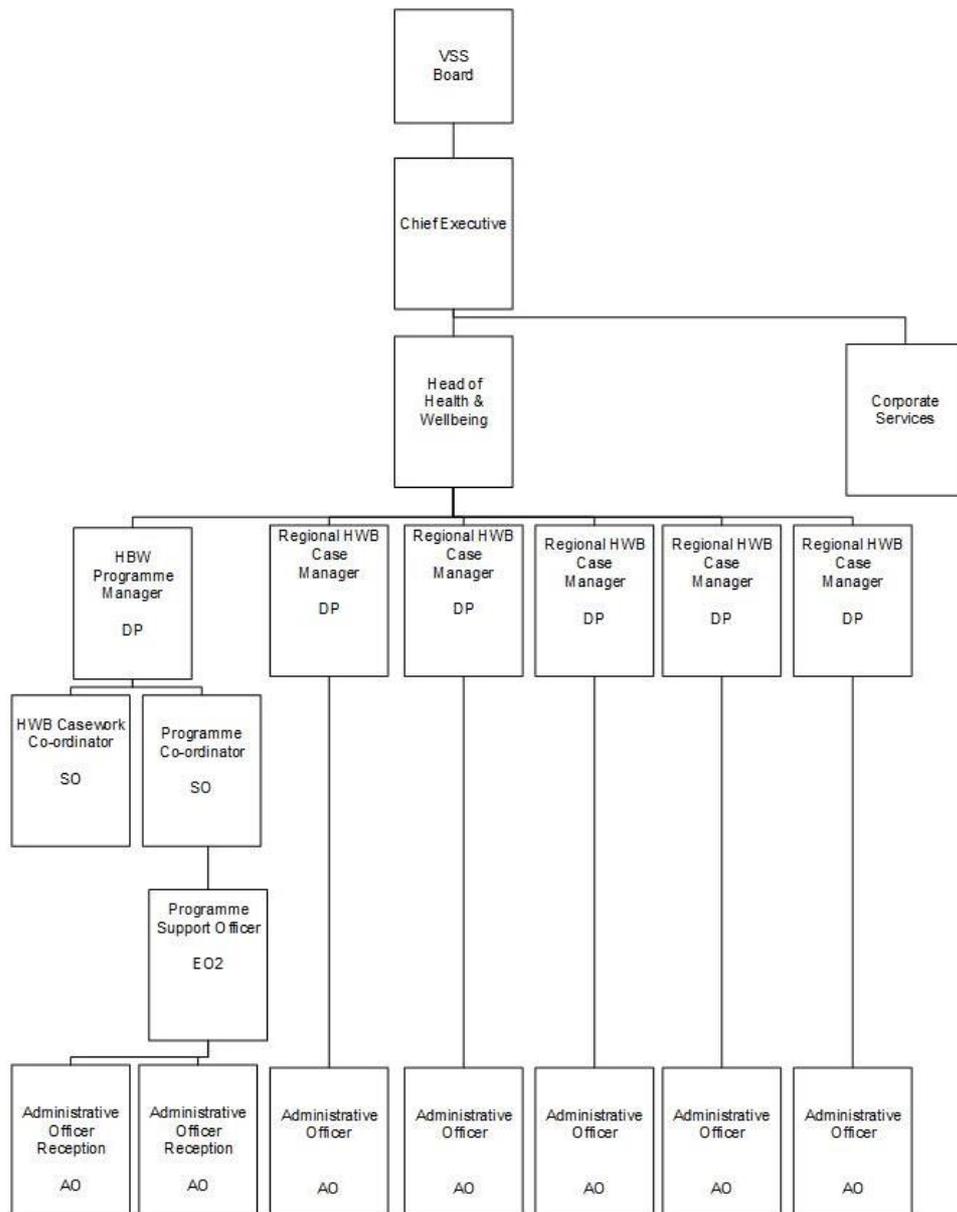
1. The Health & Wellbeing Programme (HWB), which delivers financial support and direct access to goods and services to individual victims and survivors in particular circumstances.
2. The Victims Support Programme (VSP), which delivers funding to organisations that provide Health and Wellbeing and Social Support services to victims and survivors across Northern Ireland.

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

Purpose of the Role

Reporting to the Programme Co-ordinator the Programme Support Officer (PSO) will facilitate client's ease of access to VSS services, efficient call handling and a smooth client journey through VSS. This is a demanding role with a large volume of clients being offered regular and ongoing engagement and support.

Organisational Structure



The key elements that constitute the role of Programme Support Officer for the Victims and Survivors Service are as follows:

Management of Clients and Records

- Resolve client queries both face to face and over the telephone, acting as an escalation point for the administrative staff within the Health & Wellbeing team.
- Responsible for monitoring client activity and performance against agreed Key Performance Indicators.
- Responsible for undertaking a monthly audit to ensure consistency of and adherence to eligibility guidelines in relation to additional needs frameworks.
- Responsible for reviewing requests and eligibility information received in relation to self-directed assistance payments.
- Oversight and provision of support to clients undertaking the PIP application process including liaison with key stakeholders.
- Oversee records management, ensuring both electronic and hard copy files are up-to-date, complete and consistent in line with VSS policies and procedures.
- Co-ordination of file review and archiving processes to include support to the team in its entirety.
- Sensitively and respectfully deal with clients, including the disclosure of sensitive information.
- Responsible for issuing relevant reports to external bodies, for example; PSNI & GP Surgeries.
- Responsible for ensuring written communication is issued to clients in

acceptable timeframes and ensuring follow up action is taken, when necessary.

- Act as an escalation point for client related staff queries, ensure all queries are responded to and resolved both verbally and/or in writing, in line with KPI indicators. All contacts and outcomes are documented, particularly in cases of a sensitive nature.
- Liaise with external stakeholders, i.e. seeking relevant client information from VSS funded groups in relation to their members.
- Escalate unresolved client queries/complaints to the Programmes Co-ordinator in an acceptable timeframe whilst ensuring the client is kept informed.

Management and Leadership Skills

- Develop and nurture excellent working relationships both within and between all VSS staff teams.
- Provide effective guidance to the reception staff within the Health & Wellbeing Services Team, line managing and motivating the team to work effectively.
- Manage client expectations in relation to changing funding schemes and eligibility requirements.
- Liaise with and regularly update the relevant staff members of the MIS/Payments teams resolving client related issues.
- Completion of induction and training for new Health & Wellbeing Services staff as required

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.

Personnel 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. 5 GCSEs grade A-C, including English Language and Mathematics.

2. A minimum of 2 years practical experience gained within the last 8 years in the following areas:
 - Providing face-to-face and telephone support to individuals.
 - Effectively managing complex client interactions, including complaints.
 - Processing high volumes of information in line with office policies and procedures.
 - Working effectively with diverse stakeholders.
 - Proficiently operating all elements of the MS office suite (including Word, PowerPoint, Excel and Access) in a business context.

3. A minimum of 1 year's practical experience of line management of staff.

NOTE: Clear evidence must 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 your individual role or the skills and experience gained.

Role Competencies

The VSS has adopted the Northern Ireland Civil Service (NICS) competency framework. This post is graded at Executive Officer II (EOII) 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>.

Setting Direction – Changing and Improving

People who are effective in this area are responsive, innovative and seek out opportunities to create effective change. For all staff, it is about being open to change, suggesting ideas for improvements to the way things are done, and working in 'smarter', more focused ways. At senior levels, this is about creating and contributing to a culture of innovation and allowing people to consider and take managed risks. Doing this well means continuously seeking out ways to improve policy development and implementation and building a more flexible and responsive VSS. It also means making use of alternative delivery models including digital and shared service approaches where possible.

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.
- 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 they may be discussed at interview and you may need to be prepared to talk about them 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

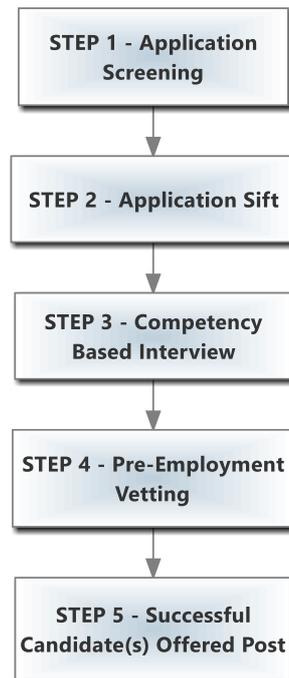
Please complete the monitoring form and return with your application form. This form is regarded as part of your application and failure to complete and return it will result in disqualification.

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 June 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

