



**Ormiston
Families**

Brighter futures

Administrator Point 1 Service





A message from our CEO, Allan Myatt



Dear Applicant,

Thank you for your interest in the post of Administrator, Point 1.

As an organisation, Ormiston Families has agreed that our strategy for the next 3 years is to enable children, young people and their families to feel safer, healthier and more resilient. We also recognise that we need to build the resilience of the organisation, so we are fit to meet the challenges ahead.

Over the next few months we will continue to develop the strategy identifying key objectives for the next 3 years and making necessary organisational and operational changes to enable us to deliver the strategy in the new financial year. We see the recruitment of this post as critical in helping us achieve these objectives.

I wish you the best of luck with your application.

Best regards,

A handwritten signature in black ink, appearing to read 'Allan Myatt'. The signature is fluid and cursive, with a long horizontal stroke at the end.

Allan Myatt



Our vision

Safe, healthy, resilient families

Our mission

Enabling families in the east of England to build resilience and make choices to improve the life chances of their children

Our values

Collaborative

- Working together with families
- Building partnerships, communities and networks to support families
- Valuing each other to achieve results and improve everything we do

Compassionate

- Listening, so we can understand
- Treating people with respect
- Enabling, recognising and reinforcing achievements

Effective

- Evidencing the impact of our work with families
- Prevention and early intervention being at the heart of our work
- Building resilience to cope and recover from adversity



Ormiston Families is one of the leading charities working with children, young people and families in the East of England. We take early and preventative action to support families to be safe, healthy and resilient. All our services help people to build stronger networks, learn from experience and feel in control of their own wellbeing. We can only achieve this with the people who choose to work for us.

About our Point 1 Service

Working in partnership with MAP and NSFT, Ormiston Families' Point 1 Service provides children and adolescent mental health support in Norfolk.

We are excited to be growing and transforming our services for children, families and young people, and will be focussed on improving our quality and availability of services and so it is a great time to consider joining us.

About the role

The Point 1 administration team play a vital role in the delivery of our service. They support our counsellors and practitioners working with children, young people, families and professionals accessing our services. Working front line in a very busy environment you will join a team committed to delivering an excellent client service.

About you

An excellent team player with high level communication skills, you will have experiences of working in a busy office environment. In return we can offer a range of attractive benefits and work/life balance.

This is a full-time position, and the hours will be discussed with the successful applicant. Starting salary £18,118 per annum.

Probationary Period

The post is subject to a probationary period of six months during which your progress will be monitored in accordance with agreed objectives.

Application Process

Applicants must send in a completed online application form; you must demonstrate that you hold the personal competencies required for the role and how you meet the relevant skills, knowledge and experience.

Ormiston Families is an equal opportunities employer. We value diversity and welcome applications from all sections of the community. We ask individuals to complete a monitoring form to help us monitor the diversity of applicants. It will be separated from your application form and will not be seen by anyone involved in recruitment to this job.

Please note: Only successful applicants will be contacted by Ormiston Families.



Job Description

Job Title: Administrator
Service: Point 1 Service
Location: Norwich Hub

Job purpose: To provide a range of administration support to the Point 1 Team.

Main Duties and Responsibilities:

- To undertake other general office admin duties including typing various standard letters, filing, scanning and photocopying
- To deal with incoming and outgoing correspondence and relay accurate information to the relevant team member
- Act as the first point of contact for service users and visitors arriving for appointments
- Respond to phone calls and queries from service users, other parts of the service and professionals from outside agencies, dealing with or referring calls onto the most appropriate person
- To undertake Health and Safety checks and assist with fire alarm testing within the building
- To input and maintain accurate and useable information on the service database
- To accurately record and process minutes of meetings for the Point 1 service
- To process cases which are to be closed to the service
- To maintain the filing systems within Point 1 and keep an up to date record of file purging
- To maintain the room booking log
- To support with the delivery of the new joint triage between Ormiston Families and NSFT
- To work within Ormiston's mission and values and all policies and procedures, including Safeguarding, Equality and Diversity, Participation, Quality and Health and Safety. Comply with relevant external standards and Quality Marks
- To carry out any additional appropriate duties as instructed by the manager



Person Specification

Relevant experience

- Experience of working in an administrative post
- Experience of working with confidential and sensitive information

Skills and Knowledge

- Good IT skills; Microsoft Word, Excel and Outlook. Skilled database user
- Excellent organisation skills
- Good literacy and numeracy skills
- Excellent attention to detail
- Knowledge of working with other agencies and professionals
- Strong customer service skills
- A good understanding of confidentiality and data protection

Personal Competencies

- An excellent communicator
- Ability to manage own workload and work on own initiative within given guidelines
- Supportive team player with a can-do attitude
- Workplace resilience
- Committed to inclusion and diversity



Information about working for Ormiston Families' Point 1 Service

You may find it helpful to know the following information about this position.

Duration:

- This is a full-time position; 35 hours per week with hours/days to be negotiated with the successful applicant.

Hours of work and working arrangements:

- The normal working week is 35 hours, Monday to Friday and covers 52 weeks per year.
- You may be required to work flexibly to meet the needs of the service including evenings and weekends.

Location:

- The post will normally be located at our Norwich Hub.

Progressing through your grade:

- Your salary will rise with the scale by one increment each year up to the maximum of the scale. Increments are awarded annually on the 1st April.

Probationary Period:

- The post is subject to a probationary period of 6 months during which your progress will be monitored in accordance with agreed objectives.

Salary:

- The scale for this post is grade 4 point 15, currently £18,118 per annum
- Salary is paid in 12 equal instalments on the 25th of each month directly into your bank account and covers work carried out in the calendar month.

Benefits & recognition

All benefits are discretionary, and Ormiston Families reserves the right to change or amend benefits at any given time.

Cycle to Work:

- Cycle to Work allows you to order a new bike, equipment or both up to the value of £1,000 which you can pay back through your salary to make tax savings.

Annual leave entitlement:

- The basic annual leave entitlement is 27 days plus additional leave for employees who have completed 3 years' service up to a maximum of 30 days as follows:
- Part-time employees receive a pro-rata allowance according to the number of hours they work per week.

Group Life Assurance:

- Ormiston Families provides a death in service benefit to all permanent employees.

Occupational sick pay scheme:

- Ormiston Families operates an occupational sick pay scheme in addition to statutory sick pay.

**Pension:**

- Ormiston Families provides a Group Personal Pension Scheme with up to 9% of gross salary employer contribution for any employee where they match the level of contribution.

Sponsorship:

- Ormiston Families provides sponsorship to employees who have completed their probationary period and been in post for at least 12 months to undertake nationally accredited or chartered certification awarded by professional associations.

Employee Assistance Programme:

- Ormiston Families provides a comprehensive employee assistance programme which offers free and confidential access to telephone and face to face counselling (up to 6 sessions), financial and legal advice and assistance in finding information about a wide range of subjects from childcare to moving to a new house.

The Hive:

- The Hive is a savings platform which can be accessed by employees to make everyday purchases at reduced costs. Employees can save money by purchasing reloadable cards, obtain cashback through online purchases, and make savings in some stores.

The Well-being Centre:

- Accessed via The Hive, the Wellbeing Centre provides education, support and tools to help you live a healthier and happier life.



Requirements of the post

Qualifications:

- If short-listed and you are required to hold a particular qualification for a post it is your responsibility to provide the relevant certification, to prove you are suitably qualified.
- Failure to produce documentary evidence of qualifications or undertake required courses/training may result in the termination of your employment.
- If a post requires you to take training or additional qualifications then, by accepting this post, you are agreeing to do the training or take the qualifications.

Medical examination:

- To ensure the post will not have a detrimental effect on your health or your health on your work, you will have to complete a health enquiry form on appointment and may be required to have a medical before the appointment can be offered formally.
- This is to confirm that you are able to satisfactorily carry out the post without any impact on your health (taking account of any reasonable adjustments required).

Immigration, Asylum and Nationality Act 2006:

- Before you can start working for Ormiston Families a check will need to be carried out to ensure you are eligible to work legally in the UK.
- This check will be undertaken in accordance with the Immigration, Asylum and Nationality Act 2006.
- You must supply proof of your entitlement to work in the UK by producing certain document(s) and you will be asked to bring these to your interview if you are shortlisted.
- Further information on working in the UK can be found by clicking on the link below to the UK Border Agency website: Link: <http://www.ukba.homeoffice.gov.uk/visas-immigration/working/>

Disclosure and Barring Service (DBS) checks:

- As this position meets the definition of regulated activity under the Protection of Freedoms Act 2012, appointments to this post will be subject to an enhanced DBS check with barred list check
- Employment can commence once the check has been satisfactorily completed.
- If a candidate has a conviction on their DBS check, an assessment of the relevance and impact of the conviction in relation to the post will be done to determine if the job offer can be confirmed.
- It is a serious criminal offence to knowingly apply for posts when you have been barred from working with children/young people and/or vulnerable adults.
- Additional questions for roles working with children, young people or vulnerable adults to be explored at interview
- As this post involves working either with children and young people or vulnerable adults Warner or Safer care motivational type questions may be asked during the interview process.
- These questions are asked to establish your suitability to work with vulnerable groups by understanding your attitude, behaviour and responses to situations.
- The questions will relate to your inspiration for working with vulnerable groups, your ability to build relationships and your resilience when working with such groups and may also explore your attitude to the use of authority.
- If you feel you would find these questions about yourself difficult to respond to then you may wish to reflect upon your suitability for the post.



Transport status:

- If the post requires you to travel as part of your duties, you are responsible for your own travel arrangements.
- Any mileage undertaken on behalf of Ormiston Families' Point 1 service will be paid at the appropriate rate and within Her Majesty's Revenue and Customs guidelines.
- If you use your own vehicle for the purposes of work you must ensure that your insurance policy covers you for this purpose.

No smoking:

- Ormiston Families operates a Smoke Free Premises policy.



Standard Terms and Conditions

Probationary period:

- All new employees of Ormiston Families will be required to complete a 6-month probationary period. This may be extended in some circumstances.

Equal opportunities:

- Ormiston Families seeks to ensure that all employees are selected, trained and promoted on the basis of ability, the requirements of the post and other similar and objective criteria.
- The gender identity, disability, marital status, ethnic origin, age, pregnancy status, religion or belief, or sexual orientation of an applicant or employee does not affect the employment opportunities made available, except as permitted by legislation.
- In addition, applicants declaring a disability who meet the minimum (essential) criteria for a vacancy will be invited for interview.

Data protection:

- Ormiston Families is required by law to comply with the Data Protection Act 1998.
- Employees have an important role to play in ensuring that personal information is processed lawfully and fairly.
- Personal information is information relating to a living individual who can be identified.
- It is each individual employee's responsibility to handle all personal information properly no matter how it is collected, recorded and used, whether on paper, in a computer, or on other material.
- Personal information must not be disclosed to others unless authorised to do so.

Notice:

- Once your probationary period is completed, you will be required to give at least 4 weeks' notice in writing of termination of employment dependent upon length of service.
- You are entitled to receive a similar period to the notice you have to give or the minimum statutory provision under the Employment Right's Act 1996, whichever is greater, as set out below:

Grades 1-7:

- Less than 6 months' service: 1 month
- More than 6 months' service: 1 month

Grades 8-9:

- Less than 6 month's service: 1 month
- More than 6 month's service: 2 months

Grades 10-14:

- Less than 6 month's service: 1 month
- More than 6 month's service: 3 months



Application Process

- Applicants must send in a completed application form.
- You must demonstrate that you hold the personal competencies required for the role and how you meet the relevant qualifications, experience, knowledge and skills.
- **Ormiston Families is an equal opportunities employer.**
 - **We value diversity and welcome applications from all sections of the community.**
 - **We ask individuals to complete a monitoring form to help us monitor the diversity of applicants. It will be separated from your application form and will not be seen by anyone involved in recruitment to this job.**
- Shortlisted candidates will be asked to provide details of all unspent convictions and those that would not be filtered, prior to the date of the interview. You may be asked for further information about your criminal history during the recruitment process. If your application is successful, this self-disclosure information will be checked against information from the Disclosure & Barring Service before your appointment is confirmed.
- Applications will be considered and those shortlisted for interview will be informed.
- If you have not heard by the interview date we thank you in advance for your interest and ask you to assume that you have not been successful on this occasion.
- The post will be offered subject to satisfactory qualifications, DBS if applicable, references and a satisfactory declaration of health.
- The post will also be offered subject to the production of relevant documents as listed in the Immigration (Restriction on Employment) Order 2004.
- The successful candidate will be asked to provide evidence of identity and qualifications.

Closing date for completed applications: 9am, Friday 4th June 2021

Interview date for short listed candidates: TBC

Email: toby.williamson@ormistonfamilies.org.uk